

Exhibit T

Exhibit T Public Access to Information

Information concerning the Illinois Relay Service is disseminated in various ways. The Illinois Telecommunications Access Corporation (ITAC) is the not for profit corporation jointly established by the Illinois local exchange telecommunications carriers in order to administer the TRS and equipment distribution programs. ITAC is very active in providing exhibits, making presentations and participating in promotional and educational events. In addition, there are 37 equipment selection centers that also organize program activities in local communities. The local carriers provide information in the telephone directories as well as bill inserts and bill messages.

Following is a list of the items included in exhibit T:

- Examples of ITAC's Annual Reports for 755 and 756, 2006
- Examples of Bill Messages and Bill Inserts
- Examples of Information in Illinois Telephone Directories
- Picture of 711 Billboard and Billboard Placement Information
- Example of 711 Newspaper Ad Campaign and List of Newspapers with Publication Dates
- Example of Public Notice of change in Line Charge
- Brochures –
 - ITAC Flyer Brochure
 - Relay Quick & EZ
- Kids Talk
- Examples of ITAC's Newsletter
- 711 Poster and Speech to Speech Poster

Annual Reports of
Illinois Telecommunications Access Corporation (ITAC)
2006



Exhibit T.1

ITAC 756 Annual Report 2006

ORIGINAL

Illinois Telecommunications Access Corporation

3001 Montvale Drive • Suite D • Springfield, Illinois 62704
V/TTY 800-841-6167 • V/TTY 217-698-4170

FAX: 217-698-0942

**OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION**

April 27, 2007

VIA MESSENGER

Ms. Elizabeth Rolando,
Chief Clerk
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, IL 62701

CP 756

ILLINOIS
COMMERCE COMMISSION
2007 APR 27 P 2:32
CHIEF CLERK'S OFFICE

Dear Ms. Rolando:

In accordance with 83 Illinois Administrative Code, Part 756, Dual Party Relay Service, please accept for filing ITAC's 2006 Annual Report regarding relay service.

Please receipt and return one copy of this report to the ITAC representative delivering this filing. An additional copy of the information is enclosed for that purpose.

Sincerely,

Trudy Snell

Trudy Snell
Executive Director

Attachment (Sprint - 2006 Illinois Relay Service Annual Report)

cc: ITAC Board of Directors
Kate Kubey, ITAP Advisory Council Chairperson
Christie Pound, ICC Staff Liaison

2006 RELAY SERVICE ANNUAL REPORT REQUIRED BY 83 ILLINOIS ADMINISTRATIVE CODE, SECTION 756.125, B

This report is submitted by the Illinois Telecommunications Access Corporation (ITAC) in compliance with '83 Illinois Administrative Code 13-703, Part 756, to provide updated information on relay program activities and highlights of the 2006 calendar year.

1. Update on administrative procedures for telecommunications relay service (TRS)

A. Procedures to assure accuracy of billing for TRS costs

- The relay contract is based on cost-per-conversation-minute service. This method provides ITAC the ability to verify relay costs through comparison of monthly usage reports with the invoice of actual minutes used.
- Sprint provides ITAC a monthly detailed report including the number, type and minutes for all relay calls in the given month. ITAC then compares this report to the billing document to determine accuracy of billable minutes and correct billing rate within the framework of the contract. Relay billing ran at approximately \$390,000 per month in the 2006 calendar year.
- ITAC withholds payment on billings that are inappropriate, questionable or disputed. Any such amounts are then investigated and documented. Appropriate action is taken either in the form of payment by ITAC to Sprint or credit adjustment to the account by Sprint.

B. Procedures to track the collection and remittance of revenue from subscriber lines and dual party relay service (TRS) from LECs, Mutuals.

- ITAC receives a monthly report and remittance from 133 LECs and mutuals reporting the number of calls billed and the amount of revenues collected.
- Monthly, ITAC records and tracks subscriber lines and TRS revenue of remitting companies.

- ITAC continues to follow up with the appropriate LEC or mutual if payments are late or if there appears to be any discrepancy in the amount remitted or lines reported.
- Verizon North and Ameritech remit subscriber line and TRS revenues by means of direct deposit to ITAC's bank account. ITAC endorses and deposits checks received from all other LECs and mutuals as they are received.
- The Illinois Commerce Commission periodically notifies ITAC of all LECS as they are certificated by the Commission. There is, however, no process in place to provide ITAC information to determine when a LEC should be remitting or a check and balance with the ICC to determine if the LEC is remitting for the appropriate number of lines.
- ITAC notifies the Illinois Commerce Commission of all LECs that do not comply or respond, to the best of ITAC's ability.
- The Commission then initiates follow-up contact with these LECs.

C. Regulatory Matters

Line Charge Proceeding (Docket No. 06-0266)

- On March 31, 2006, ITAC filed its annual line charge adjustment in accordance with 83 Illinois Administrative Code 755.500. In that filing, ITAC requested that the Illinois Commerce Commission approve its petition to maintain the line charge under Section 13-703(c) of the ACT at 8 cents per subscriber line; maintain the Centrex charge at 1.6 cents per Centrex line; maintain the PBX charge at 40 cents per PBX trunk; and order that the charge for services provisioned by T-1 lines and other advanced services mirror each carrier's application of 9-11 charges. ITAC further requested that all telecommunications carriers, including resellers, be directed to file tariffs consistent with the Order. This request was granted by Illinois Commerce Commission Order on May 3, 2006.

D. Customer Service

- Sprint's contract to provide relay in Illinois stipulated that an Illinois relay account manager position be created. The position is located in the same city as the relay administrator, allowing for

day-to-day contact and quick resolution of any problems that may arise in relation to relay service. That position is held by Ms. Emma Danielson. In addition to resolving complaints and submitting reports, Danielson attends ITAC staff meetings and periodically travels throughout Illinois with ITAC's Outreach Manager, as well as traveling on her own to give presentations and exhibits to increase awareness of relay service in Illinois.

Sprint's 2006 Illinois Relay Service Annual Report is attached to this document.

- Sprint Customer Service is responsible for handling customer requests such as registering customer database profiles, responding to reports of technical issues, gathering customer suggestions, comments or complaints, and sending requested relay information and materials.
- Traffic reports indicate a continued decrease in call volumes. ITAC believes this to be partly due to the continued increase in the migration of TTY users to the Internet. Completed calls run at approximately 79% of total calls.
- International, Spanish to Spanish and Spanish to English relay calls continue to represent only a small portion of the total relay calls.
- ITAC maintains frequent contact and exchanges of information with various members of the Advisory Council, along with more formal contact at two scheduled meetings annually with ITAP, the ITAC Board of Directors, and representatives of the relay provider. As a means of maintaining contact and participation among distribution center personnel, the Advisory Council and the Board of Directors, ITAC communicates monthly with each member through an informal and lighthearted communication known as "Gimme the Fax". Gimme the Fax is a one-page bulletin of information relating to relay features, regulatory proceedings, training tips, and subjects pertinent to TTY trainers and relay users. The back and forth communication realized from this contact enable ITAC to respond more quickly to potential areas of concern and have resulted in improved service to all relay users.

E. Complaint Process

- All complaints received by ITAC are forwarded, the same day received, by facsimile to Sprint's Relay Account Manager who then follows up on these complaints with the appropriate means, such as training, and/or customer contact. ITAC is then notified in writing of the resolution. Complaints requiring immediate action, such as all relay lines ringing busy, are checked immediately by phone conversation between ITAC and relay center management. ITAC immediately implements test calling in response to this type of complaint.
- Complaints received by the relay center are faxed to ITAC and resolved in the same fashion with a monthly summary of complaints, commendations and inquiries reported to ITAC.
- FCC Regulations required that relay vendors create an internal complaint log. Copies of the logs and a summary report are submitted to the state's relay administrator and to the Federal Communications Commission on an annual basis. In compliance with these requirements, ITAC and Sprint submitted its report to the FCC in on June 21, 2006. A copy of the same was forwarded, to the Illinois Commerce Commission liaison.
- ITAC also conducts test calls randomly in order to identify and resolve problems as quickly as possible.
- ITAC solicits customer comment through the use of its newsletter, advisory council, Selection Centers, community presentations and two toll free 800 numbers.

2. Program Activities

A. Public Relations

The FCC maintains that carriers have a continuing obligation to provide educational and outreach materials under FCC rules. As the administrator of TRS in Illinois, ITAC supports the FCC's directive, that Outreach is essential in spreading the word about relay.

In 2006, ITAC's 711 Billboard was posted in an additional 9 locations throughout Illinois.

ITAC aggressively seeks to expand its outreach efforts in other areas of relay and will target a specific population with a newspaper ad campaign to be carried out

within the 2007 calendar year. The outreach manager travels the state on a continuous basis and all ITAC staff responds when exhibit or speaking requests are made for conflicting dates.

ITAC receives professional and public acclaim for its Outreach projects from equipment distribution program administrators of TEDPA as well as the National Association of Relay Administrators (NASRA).

ITAC monitors its website daily and updates the information as needed. Resources and information available at the website, <http://www.itactty.org>, include Program information, ICC Liaison information, a list of the ITAC Board of Directors and ITAP Advisory Council, Illinois Relay information, the latest edition of an ITAC newsletter, a list of ITAC Selection Centers, program eligibility requirements, an application, and the Carrier's Monthly Remittance form. ITAC's 711 website, <http://www.illinoisrelay711.com>, includes information about 711 three-digit dialing and a direct link to ITAC's website. ITAC continues to update the website as new information becomes available.

ITAC's newsletter was mailed to over 13,000 people who participate in the ITAC equipment programs, professionals, state officials and other interested parties. The newsletter is used to present information on various issues, technical information, helpful tips, community news and policy information. Anyone may receive the newsletter by contacting ITAC and requesting the service.

ITAC maintains two "800" numbers to facilitate easy access to information. All phones are V/TTY and answered "live" by ITAC staff.

ITAC continues to seek opportunities for promotion and community involvement.

DISTRIBUTION CENTER ACTIVITIES

Selection center promotional outreach activities continued in 2006 and increased in several areas. This increase in activity can be attributed in large part to the increased awareness of promotional possibilities center staff derived from its annual training the trainer workshop. As part of ITAC's overall promotional activity, funds are set aside for each center's individual use in promoting ITAC programs in their respective communities. A specific amount of money is earmarked for each center. Any unused monies are additionally available to a center that has used their allotment. Centers are required to submit proposals and receive approval for public relations projects. Proposals must indicate how the project would expand knowledge of ITAC programs and the requesting center in their service area. Funds are available for direct promotional expenses only, exclusive of center staff time. Selection centers make excellent use of the promotional funds available and we continue to encourage the centers to use these funds.

The following indicates outreach projects completed by Selection Centers in 2006:

BLOOMINGTON AREA:

LIFE CIL

- Senior Citizens Fair

BOURBONNAIS AREA:

OPTIONS

- Annual Wheelchair Basketball Tournament with Fighting Illini

CHICAGO AREA:

MOPD

- Deaf Leaders Meeting
- Lakefront Summer Festivals
- Illinois Deaf Spelling Bee
- Snowflake Event
- Snowball Event
- Chicago Citywide Deaf Spelling Bee
- Access Chicago

CHS

- Anniversary Dinner Salute to Volunteers

ELGIN AREA:

FRVCIL

- 3 Wise King St. Francis Borgia

JACKSONVILLE AREA

JCCD

- Pioneer Newsletter
- Journal Courier
- Morgan County Agriculture Fair
- Veterans Presentation – County Fair
- Business Expo Booth
- Homebound Visits

LaSALLE AREA

IVCIL

- 8th Annual 50's Plus Fair
- 2006 Woman's Health Fair
- Illinois Valley News Tribune
- Home and Business Expo.
- The Times Business Industry

MUNDELEIN AREA

LCCIL

- Deaf and Hard of Hearing Six Flags
- Annual Meeting
- Party at the Lane Senior Apartments
- Deaf Technology Expo.

PEORIA AREA

CICIL

- Fall Caregivers Conference
- Exhibit Alerta Hispanic Festival
- Minority Enterprise Luncheon
- Annual Employer Recognition Luncheon
- Senior Expo. Central Illinois Area on Aging
- 1006 Annual Meeting Awards Banquet
- Pekin Area Business Expo
- 2006 Easter Egg Hung – Glen Oak
- Senior Expo. Dragon Dome

ROCKFORD AREA:

RAMP

- Arthritis Foundation Expo.
- Red Ribbon Drug Prevention/Health Fair
- Illinois Association of School Nurses Conference
- Lifescape Senior Expo.
- Veterans' Fair
- Community Care Conference
- Boone County Expo.
- Ken Rock Community Center
- Lifescape Senior Follies
- Kishwaukee Valley Business Expo.

- Boone County Council on Aging
- National Active and Retired Federal Employees Convention

CSH

- Fiesta Hispano Cultural Fair
- NIV Wellness Fair

ROCK ISLAND AREA:

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- NAACP Labor Day Picnic
- Rock Island Home Show Expo.
- Rock Island Outdoor Show
- Rock Island R.V. Show
- Quad City's Bald Eagle Days
- Martin Luther King Family Fun Day
- Black Hawk Native American PowWow

SPRINGFIELD AREA

SCIL

- Senior News Times of Illinois
- Fundraiser Bar-B-Cue
- Senior Citizens Center

STERLING AREA:

Whiteside County Senior Center

- Senior Showcase Expo.
- Whiteside Senior Center Open House

URBANA AREA:

PACE

- Champaign County Transition Fair
- Advertising for Amplified Phone Program
- Halloween Party

3. Program Effectiveness

- In 2006, CapTel minutes remained consistent with those of 2005, which were double the minutes of 2004. ITAC attributes the constant level of use to its process of actively screening applications for the CapTel phone to ensure proper placement of the equipment and satisfaction of the user.
- Average TRS call length in 2006 was 3.52 minutes.
- Sprint exceeded the speed of answer requirements throughout 2006 answering over 92% of calls within 10 seconds or less. Average speed of answering calls was 2.19 seconds. The ASA and service levels continue to exceed the requirements of the state of Illinois.
- Customer contacts increased in 2006 and totaled 2745, of which 2539 were inquiries. The increase in inquiries, as well as decrease in call volume is a result of the increase in consumer use of new relay technologies, including IM, internet, video and wireless features that are not associated with ITAC's TRS contract and are not managed or monitored by ITAC. The categories of contact were: complaints 110, commendations 96, and inquiries 2745.

In summary, TRS in Illinois continued to meet and exceed the standards of 83 Illinois Administrative Code, Part 756 in 2006.

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Illinois Telecommunications Access Corporation

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FAX: 217-698-0942

April 2, 2007

VIA MESSENGER

Ms. Elizabeth Rolando, Chief Clerk
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, IL 62701

Dear Ms. Rolando:

In accordance with 83 Illinois Administrative Code, 13-703 Part 755,
Telecommunications Access for Persons With Disabilities, enclosed is the original of the
following:

- Annual Report for 2006 required by Section 755.135.c.

Please receipt and return one copy of this material to acknowledge receipt to the person
delivering this filing. An additional copy of this letter and report are included for this purpose.

Sincerely,

Trudy Snell
Executive Director

cc: ITAC Board of Directors
Kate Kubey, ITAP Advisory Council Chairperson
Christy Pound, ICC ✓

2006
Administrative Code Part 755 Annual Report
To the Illinois Commerce Commission

Pursuant to 83 Illinois Administrative Code Section 755, as amended effective January 1, 2004, ITAC, on behalf of Illinois' local exchange carriers, submits the following annual report of ITAP activities which will address the following:

1. Updates on administration procedures for ITAP.
2. Description of program activities of the past year, including:
 - the number of applications received,
 - the number and type of equipment and/or vouchers distributed,
 - the number and location of regional centers,
 - and the number of maintenance/repair/exchange incidents.
3. Description and brief evaluation of program effectiveness including:
 - the number and type of complaint incidents
 - the average period of time needed to process a typical application
 - the average period of time between the processing of an application and the receipt of the equipment or voucher,
 - a list of issues or problem areas identified by the Advisory Council and any action taken by the carriers or ITAC.

ADMINISTRATION PROCEDURES FOR ITAP

Description of procedures for delivering ITAP services.

The following is a description of ITAC procedures identified by headquarters and field operations.

ITAC HEADQUARTERS OPERATIONS

A. All incoming mail is opened into three categories:

1. Applications for equipment
2. Requests for application forms
3. Other corporate correspondence

B. Application general review:

1. All applications are reviewed in approximately four days of receipt. They are sorted by category of incomplete and complete. All complete applications are verified for approval. All approved applications are date stamped. All incomplete applications are returned to the applicant with a letter indicating those areas that need to be completed.

C. Application verification procedures:

1. Applicant information is checked against the database for duplication.
2. If a copy of the applicant's recent phone bill is not included, telephone information is verified with the appropriate telephone company for accuracy and verification of existing service.
3. Approved applications are input into the database.
6. In cases where an application is not approved, the applicant is informed by letter of the reason for denial.

D. Equipment Distribution Procedures

1. Upon approval of an application, ITAC generates an Equipment Voucher, which is mailed to the client along with description of each piece of equipment, the names, addresses, and phone numbers of the 35 Selection Centers.

Upon approval of an application for equipment in the loan program, and when a person does not need to test the equipment, ITAC orders the equipment from the appropriate vendor electronically and the loaned equipment is shipped directly to the person's residence.

2. Clients are directed to visit a center to make test calls on each amplified phone as well as the CapTel (loan program) loan program, to determine the model or type of equipment best suited to their needs.
3. Selection center staff assists the client testing the equipment and selecting the appropriate model.
4. Selection center staff faxes the client's completed voucher to ITAC at the time of selection. In rare instances, a client may choose their vouchered equipment and mail the completed voucher to ITAC.
5. ITAC receives the completed equipment voucher and, within four business days, orders the selected equipment.
6. Selected equipment is shipped directly from the vendor to the client's residence.

Training Appointments: (Loan Program)

1. ITAC does not schedule training appointments with the selection centers. Selection Centers' staff is available to provide TTY training when requested.
2. A client applying for a CapTel phone receives a "Test Voucher", as well as a list of the Selection Center information and is directed to visit a center to make test calls before making a final selection.

B. Incoming Equipment Processing: (Loan Program)

1. All new CapTel units are tested by ITAC's repair technician before distribution.
2. CapTels are sent to clients via UPS by ITAC.
3. If a client returns a CapTel for repair, the ITAC repair technician tests the equipment and determines the nature of the repair.
5. ITAC determines if the equipment will be sent for warranty repair, repaired by ITAC, or scrapped, depending on the nature of the problem.
6. ITAC bills charges back to the user if the damage was a result of user abuse or neglect.

C. Selection Center Equipment: (Loan Program)

1. ITAC continued transitioning TTYs into the voucher program in 2006 and no longer receives old TTYs for repair by ITAC. All new applicants to the TTY equipment program are in the voucher program. All CapTels are sent directly from ITAC to the client. The centers no longer maintain an inventory of TTY equipment for exchange.

D. Selection Center Activity:

1. Equipment testing is available at selection centers Monday through Friday from 9 to 4 p.m., at the request or convenience of the customer.
2. Prior to testing the equipment, the center's staff checks the demonstration equipment to verify that it is working properly.
3. ITAC no longer repairs or exchanges old TTYs from the Loan Program. When a customer takes such a TTY to a center for repair, the customer is moved into the Voucher program. Center staff disposes of the old TTY, completes a form stating the serial number of the disposed of TTY and requests a new voucher program TTY be ordered. Center staff faxes the completed form to ITAC. ITAC moves the customer into the voucher program, updates the database accordingly and orders the equipment from the vendor to be shipped to the customer's residence.
4. If a customer wishes to file a complaint about any aspect of the program, complaint forms are available at each of the centers or the center staff is available to resolve a complaint within their scope of authority. Additionally, they are provided information to contact ITAC, the Advisory Council, or the Commission.

E. Additional Distribution Center Activity Tracking:

1. The serial numbers of units distributed and remaining in stock at each center are confirmed with the inventory reports from each regional center.
2. Supply and Equipment Requisition Forms are faxed to ITAC, and processed accordingly.
3. Distribution centers are issued payment based on their monthly activity.

PROGRAM ACTIVITIES IN 2006

The following numbers reflect customer participation and equipment distribution in the ITAC programs. Equipment in the Voucher Program in 2006 included four models of amplified telephones. All new customers who choose a TTY participate in the Voucher Program. The CapTel, TTY (only for those customers who were already in the Loan Program and did not want to switch to the Voucher Program) LVD and Braille phone remained in the Loan Program. The difference in the number of applications received and approved reflects those applications returned for additional information, duplications, lack of certification, no phone service, etc.

Applications received	6863
Applications approved	5429 7 LVD 0 Telebraille
Organizational TTYs distributed	0
TTYs scrapped	533
Total TTYs in service 12/31/05	7241
TTYs distributed to new clients	84
CapTels distributed	199
Amplified Phones distributed	5030
Total telebraille units in service 12/31/05	18

Voucher Equipment Ordered by Unit:

Ameriphone XL40	497
Ameriphone XL50	1448
Clearsounds 40XLC	2045
Williams Sound Teletalker	606
Ultratec Superprint 4425	434

Selection Center Customer Service Activity (by center with location)

In 2006, ITAC provided customer service from 35 selection center locations, including satellite offices, and from ITAC. The following statistics represent clients who received a voucher and tested the equipment at a selection center. Staff then faxed the client's voucher to ITAC to process and order the selected equipment.

CENTER FOR SIGHT & HEARING-Rockford	208
CHS-Chicago	193
CICIL-Peoria	559
DUPAGE-Glen Ellyn	241
EFFINGHAM-Effingham	162*
FRVCIL-Elgin	76*
IICIL-Rock Island	158
IMPACT-Alton	94
IVCIL-LaSalle	115
JCCD-Jacksonville	99
LCCIL-Mundelein	335
LIFE-Bloomington	64*
MOPD-Chicago	178*
OFA-Mt. Vernon	56*
OPTIONS-Bourbonnais	87*
PACE-Urbana	51
PCIL-Forest Park	162
QUINCY SENIOR CENTER-Quincy	119
RAMP-Rockford	297*
SCIL-Springfield	216
SICIL-Southern Illinois	43*
STWSP-Hoffman Estates	389
WCICIL-Quincy - CLOSED ITAC PROGRAM 7/1/06	9
WHITESIDE COUNTY SENIOR CT-Sterling	265*
WILL GRUNDY-Joliet	259
BY MAIL	<u>201</u>
TOTAL	4636

*Also includes totals from satellite offices

Equipment Maintenance Incidents

ITAC equipment maintenance, repair or exchange incidents, for equipment remaining in the Loan Program, continued to show a decrease in 2006. Incidents are as follows:

CapTel Repairs:	
Inspections	13
Miscellaneous Repairs	7
Replaced Displays	108
TTY Repairs (Ameriphone)	107
LVD Display Repair (Ameriphone)	<u>1</u>
Total failures/repairs	236

Vouchered amplified phone equipment returned to vendor for repair or exchange, by model:

William Sound Teletalker	6
Clearsounds (Freedom Phone)	47
Ameriphone XL-40	5
Ameriphone XL-50	<u>15</u>
Total repairs/exchanges	73*

* Vendor's report indicated repairs and exchanges were not reported separately.

Vouchered TTY equipment returned to vendor for repair or exchange by model:

Customer ordered wrong unit/exchange:	
Ultratec Superprint 4425	8
LVD	0
Warranty Repairs	
Ultratec Superprint 4425	7
LVD	0

PROGRAM EFFECTIVENESS

Customer application processing and TTY distribution continued to exceed the requirements of 755.115. Applications were processed in approximately four working days. The average time between processing an application and a customer receiving an equipment voucher to take to a Selection Center to test equipment was approximately 5 working days. Once ITAC receives a completed voucher from the consumer or a Selection Center, equipment is ordered within 4 working days.

ITAC provided service from a network of 35 center locations and the ITAC office

The nature of complaints received were directly related to equipment. ITAC received approximately 50 calls from customer's who had problems, resulting from choosing the wrong phone or a malfunction, with equipment that could not be resolved through a phone call. In all instances, ITAC directed the person to the appropriate vendor or ITAC's technician to return equipment for exchange or repair. No complaints were received with relation to staff's performance.

ITAC planned and executed a measured expansion of the number of locations a client could visit and test equipment. Throughout the months of March through June, ITAC increased the number of Selection Center locations from 29 to 35. The three new primary locations chosen enhanced geographical coverage to enable ITAC client's easier access. The new Selection Centers included the Whiteside County Senior Center in Sterling, Quincy Senior Center in Quincy and the Effingham Senior Center in Effingham. The total number of locations includes additional satellite offices.

SELECTION CENTER ACTIVITIES

The following indicates outreach projects completed by centers in 2006:

BLOOMINGTON AREA:

LIFE CIL

- Senior Citizens Fair

BOURBONNAIS AREA:

OPTIONS

- Annual Wheelchair Basketball Tournament with Fighting Illini

CHICAGO AREA:

MOPD

- Deaf Leaders Meeting
- Lakefront Summer Festivals
- Illinois Deaf Spelling Bee
- Snowflake Event
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- Pioneer Newsletter
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- Annual Meeting
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- 2006 Easter Egg Hung – Glen Oak
- Senior Expo. Dragon Dome

ROCKFORD AREA:

RAMP

- Arthritis Foundation Expo.
- Red Ribbon Drug Prevention/Health Fair
- Illinois Association of School Nurses Conference
- Lifescape Senior Expo.
- Veterans' Fair
- Community Care Conference
- Boone County Expo.
- Ken Rock Community Center
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- NIV Wellness Fair

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- NAACP Labor Day Picnic
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- Rock Island R.V. Show
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- Martin Luther King Family Fun Day
- Black Hawk Native American PowWow

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- Fundraiser Bar-B-Cue
- Senior Citizens Center

STERLING AREA:

Whiteside County Senior Center

- Senior Showcase Expo.
- Whiteside Senior Center Open House

URBANA AREA:

PACE

- Champaign County Transition Fair
- Advertising for Amplified Phone Program
- Halloween Party

ITAC Promotional Activities 2006

Applications:

Advanced Hearing Solutions, Park Ridge
Hearing Associates, Gurnee
The Hearing Place, Oak Park
Mercy Clinic ENT, Crystal Lake
Susan Smith, Oak Brook
Westmont Junior High School, Westmont
Suburban Otolaryngology, Berwyn
Best Hearing Center, Downers Grove
SCC/Janice Anderson, Hodgkins
Hearing Associates, Libertyville
Hearing Care, Palatine
Dr. Girgis & Associates, Hinsdale
Loyola Audiology Dept., Maywood
Northwestern University, Evanston
Orland Township, Orland Park
Profession Hearing Center, Peru
Calumet Hearing Service, Chicago
Killean Audiology, Moline
Audiology Consultants, Moline
Laurence Taylor & Associates, Rockford
Kaskaskia Education, Centralia
Greenville Hearing center, Greenville
Springfield Clinic Audiology, Springfield
Bureau County, Princeton
Century Audiology, Orland Park
Hearing Specialists, Wheaton
Wheeling Township, Arlington Heights
Aspen Home Health Care, Chicago
Sterling/Rock Falls Clinic, Sterling
Midwest Hearing Center, Peoria
DHS/DRS, Decatur
Illinois Veterans, Springfield
Sonus Hearing, Chicago
Tina Childress, Champaign
Easter Seals, Villa Park
Dr. Bosack, Orland Park
West Suburban Medical Center, Oak Park
Miracle Ear, Norridge
DHS/DRS, Peoria
Lincoln Park Hearing Center, Chicago

Dr. Lenda Burba, Glen Ellyn
Rush University Medical Center, Chicago
DSCC, Springfield
Stephanie Nelson, Litchfield
Caryann Kedzierski, Hawthorne
Memorial Medical Center, Springfield
DuPage Medical Group, Glen Ellyn
Fox Valley ENT, St. Charles
Midwest center for Hearing, Winfield
IL Dept. of Veterans Affairs, Mattoon
Children's Memorial Hospital, Chicago
Bellefrac, Neogh
Beltone Hearing, Des Plaines
Dennis Moore, Park Ridge
Sonus Hearing Care, Downers Grove
St. Louis Children's Hospital, St. Louis, MO
New Trier Township, Winnetka
Plainfield Township, Joliet
Cook County Guardian, Chicago
NIU Speech/Language, DeKalb
Stickney Public Health, Burbank
Steinwart Audiology, Yorkville
Dr. Groesch, Springfield
McHenry Township, McHenry
Lee County Seniors, Dixon
Dr. Schroyer, Springfield
Illinois Department of Human Services

Brochures:

Hearing Specialists, Wheaton
Illinois Veterans, Springfield
Easter Seals, Villa Park
Nocole Aguayo, Sycamore
Melissa Sheets, Carbondale
Plainfield Township, Joliet
Illinois Department of Human Services

PR Packages:

Sonus Hearing, Chicago

Kids Talk:

Marissa Elementary School, Marissa
Stephenson School, Elk Grove Village
Westview School, Wood Dale
Briargate School, Cary
Bradley School, Bradley

Promotional give-aways:

Lori Taylor, Freeport
Linda Hardy, DeKalb
Kaskaskia Education, Centralia
Illinois Veterans, Springfield
Phyllis Staats, ISVI, Jacksonville
Vera Moore, Dolton
Helen Keller Center, Moline
Illinois Central College, East Peoria
Thresholds, Chicago
Gift of God Ministries, Alton
Cris Higgins, autism outing
Hearing Care, Palatine
Anna Englestrom, Kewanee
Audiology Consultants, Moline
IL Dept. of Veterans Affairs, Mattoon
Southern Illinois University
Memorial Heart and Vascular Institute
Mid-Illinois District Sertoma Great Lakes
The Parent Place, Springfield
Autism Society of America
Illinois Public Health Association
Midwest Center for Law
Springfield Public Health Department
Illinois Department of Human Services

2006 ITAC OUTREACH ACTIVITIES

Convention/Conference/Event Participation:

- Illinois Academy of Audiology, *Chicago, 1/26-28/06*
- WSAD Bowling Tournament, *West Chicago, 2/4/06*
- Illinois Speech Language Hearing Association, *Rosemont, 2/10-11/06*
- ALDA mini conference, *Oakbrook Terrace, 2/25/06*
- Illinois Teachers for the Deaf and Hard of Hearing (ITHI), *Springfield, 3/3-4/06*
- Great Lakes Deaf Bowling Assn. Tournament, *Chicago, 4/20-23/06*
- University of Illinois at Springfield Disability Awareness, *Springfield, 4/24/06*
- TCCl luncheon, *Peoria, 4/29/06*
- Statewide Deaf Fingerspelling Bee, *Springfield, 5/1/06*
- IAD Retreat, *Lacon, 5/5-7/06*
- Central Illinois Celebration, *Springfield, 5/17/06*
- ECHO Fun Fair, *Lansing, 5/19/06*
- ISD Parents Institute Informational Fair, *Jacksonville, 6/16/06*
- IDHHC Conference, *Springfield, 6/17/06*
- Sertoma Baseball Camp, *Springfield, 6/29/06*
- Access Chicago, *Chicago, 7/12/06*
- ICCD Town Hall, *Jacksonville, 7/26/06*
- DHS/ORS Deaf Awareness Day, *Chicago, 9/13/06*
- ISD Post secondary Conference, *Jacksonville, 9/28/06*
- Illinois Registry of Interpreters conference, *Springfield, 9/29/06*
- ISD Homecoming, *Jacksonville, 9/30/06*
- DeafNation, *Chicago, 10/7/06*
- Gallaudet University protest updates, *Jacksonville, 10/13/06*
- Chicago Hearing Society annual dinner, *Chicago, 11/9/06*
- "Pinky" presentation, *Jacksonville, 11/20/06*

Presentations:

- Illinois Academy of Audiology, *Chicago, 1/27/06*
- MacMurray College, *Jacksonville, 3/29/06*
- Jacksonville High School, *Jacksonville, 5/2/06*
- Hersey High School, *Palatine, 5/10/06*
- LincolnLand Community College, *Springfield, 10/16/06*
- Collinsville Town Hall, *Collinsville, 10/17/06*
- Tefft Middle School, *Streamwood, 11/8/06*
- Lemont High School, *Lemont, 11/8/06*
- Pizza Party, *Schaumburg, 11/8/06*
- Pizza Party, *Oak Park, 11/9/06*
- Pizza Party, *Marion, 11/13/06*
- Pizza Party, *Bloomington, 11/27/06*

- Pizza Party, *Springfield, 12/4/06*

Trainings:

- SCIL new staff training/review reports, *Springfield, 1/4/06*
- JCCD equipment inventory review, *Jacksonville, 1/20/06*
- PACE Staff training, *Springfield, 2/23/06*
- WCICIL, *Quincy, 8/3/06*

Meetings/Workshops:

- Springfield Disabilities Commission, *Springfield, 1st Friday of each month*
- Deaf Social Services Providers, *Springfield, 1/10/06*
- Statewide CIL Deaf Services Coordinators, *Springfield, 2/14/, 5/9/, 8/8/, 11/14*
- Illinois Deaf / Hard of Hearing Commission, *Springfield, 3/9/06*
- JCCD Board meeting, *Jacksonville, 2nd Friday of each month*
- ISDAA Hall of Fame meeting, *Jacksonville, 4/28/06, 5/19/06*
- TCCI general meeting, *Peoria, 4/29/06*
- IAD Board meeting, *Lacon, 5/6/06, 8/12/06*
- ITAC annual spring training, *Springfield, 7/20/06*
- Sprint training, *Rosemont, 9/15/06*
- Blackberry Tips workshop, *Schaumburg, 11/10/06*
- IAD/WSAD Parliamentary Workshop, *Itasca, 11/11/06*

Publications:

- ITAC published three issues of the "Communicator". (PATTY ... please check on this)
- ITAC's "Gimme the Fax" was sent periodically to 35 centers,

ITAC/ITAP Advisory Council Meetings

ITAC met with the ITAP Advisory Council during the two regularly scheduled meetings that were held on March 30 and October 4, 2006.

The Minutes of those two meetings follow:

ICC/ Advisory Council/ ITAC /ITAP Board Minutes

March 30, 2006 1 PM-4 PM

ITAC – Springfield

ITAP: Kate Kubey, Chairperson; Susan Dramin-Weiss, Vice Chairperson; Heidi Adams; Carol Nemecek and Marilyn Harbison

ITAC: Anita Hohenstein, President; Kevin Jacobsen; Howard Rosenblum; Trudy Snell; Patty Kress and Marion Dramin

Guests: John Miller, Director, Illinois Deaf and Hard of Hearing Commission

Sprint: Emma Danielson

ICC: Christy Pound

Interpreters: Sheila Chapman, Marilyn Corlett

Captionist: Lyn Grooms

I. Welcome

II. ITAC Business

Trudy reported that the audit was finished, and the line charge petition had been filed with the Illinois Commerce Commission (ICC) requesting it remain at \$0.08 per subscriber line for the next year. Trudy stated this is still one of the lowest in the country.

Trudy also reported that as a result of the recent tornadoes in Springfield, ITAC was without power for 48 hours. ITAC developed a contingency plan during the 48 hour outage that they could relocate the office temporarily to the building that houses the company that developed the electronic document system for ITAC. This plan is in place if the need should arise again.

III. TTY Distribution

Susan's question about MediaCom and a potential compatibility issue with TTY equipment was addressed by Kevin and Trudy. Kevin stated this is a LEC doing business through Sprint. Trudy stated this sounds like a carrier problem that Susan's customer is having and it needs to be resolved through the carrier.

Christy advised a customer can always file a complaint through her or the ICC Consumer Services Division if there is a problem with a carrier that a consumer is unable to resolve.

Speaking to Carol Nemecek's problem with the message "send auto id" Trudy said she could check with an engineer at Ultratech (TTY equipment vendor).

Discussion of VOIP and compatibility issues with ITAC equipment. Trudy clarified that if you want to have ITAC equipment then you are required to have a landline in your home and pay the surcharge. VOIP providers are not regulated by the ICC and are not mandated to pay the ITAC line charge. The topic of standardization of technology with VOIP and compatibility issues with ITAC equipment was held as hearing and speech disabled consumers should be able to enjoy the benefits of VOIP service. Heidi asked Howard for some legal language as to how to ask for this as was stated need to pursue through senator or congressman on the Federal level.

Trudy discussed the amplified phone distribution and that in 2005 ITAC distributed 2743 phones. The goal for 2006 is 5000. As of 4/1/06 every amplified phone is going to go out with a surge protector which protects against phone line surges. These devices are \$7 or \$35,000 for 5000 phones. ITAC is looking at a new portable amplified phone and will put together an amplified phone committee to test these phones. Trudy was not sure if they would put this in the program or not, but do have the ability to put in August budget wise.

Trudy stated she is going to expand selection centers by 4. Three of the new ones were targets for last year. Targets for this year are Decatur, Effingham, Belleville and Sterling. Trudy did state that she surpassed all other states for selection centers. Trudy discussed the workshop and that is only going to target the people that need to be there as the cost is about \$415 per person. ITAC will invite the Executive Director, Public Relations / Marketing Director and 2 people directly involved with the ITAC program from each center. The training will be July 19th and 20th.

Trudy explained to Advisory Council that for by-annual meetings Marion will notify the Advisory Council 60 days in advance asking each member to respond if they need a hotel room. If members haven't responded within a week to Marion that they need a room then they will be on their own to find one.

IV.

Telecommunications Relay Service

Discussion about poor quality of calls with Cap-Tel. Heidi is going to start sending her logging information to Emma and Trudy about the poor captioning, garbled error correction and changes in CA. It was reported that Cap-Tel minutes are growing and other states are coming on. Kate commented that more training needs to be done with clients on the Cap-Tel.

Emma handed out the "customer profile" which is the form that enables Sprint to "brand" a clients calls. Emma stated this has always been available. She has

some town hall meetings planned for September and October to get feedback from the community. Emma advised that other states do this and have been successful. Emma asked that any and all complaints be shared with her especially regarding Cap-Tel. Trudy asked Emma to register a complaint with Cap-Tel from the Advisory Council about the captioning problem.

Trudy mentioned that ITAC sent 100 rehabbed TTYs to the Gulf Coast region after hurricane Katrina so have been low on inventory, but now have some ready to sell. They come with no warranty and clients can buy the Ameriphone or Ultratech either one so long as they are available for \$35.

V. Unfinished Business

Fall Meeting was set for October 4, 2006.

Meeting adjourned.

ICC/ Advisory Council/ ITAC /ITAP Board Minutes
October 4, 2006 1 PM-4 PM
ITAC – Springfield

ITAP: Kate Kubey, Chairperson; Susan Dramin-Weiss, Vice Chairperson; Heidi Adams; Carol Nemecek, Carol Robbins and Marilyn Harbison

ITAC: Anita Hohenstein, President; Marsha Livingstone; Howard Rosenblum; Trudy Snell; Patty Kress and Marion Dramin

Sprint: Emma Danielson

ICC: Christy Pound

Interpreters: Sheila Chapman, Marilyn Corlett

Captionist: Lyn Grooms

I. Welcome

II. Equipment Selection Program

Trudy reported that ITAC has \$300 in the budget per Advisory Council member for conferences, and to date only has 1 request has been made. There are 3 months left in the year for council members to use this money.

Trudy explained that the amplified phone program had a goal of 5000 distributions this year, and they plan to make that goal. There are 1872 left to distribute this year. When the electronic document system was instituted in August 2004 there were 7350 active files and as of August 2006 there are 17,000 active files which is a 77% increase in the program. Next year ITAC will move the goal for amplified phones to 7000 or 7500 which is a 50% increase in the program. There is a continual impact on the budget for growing the program. Trudy stated there has been no marketing or PR on the amplified phones due to the fear that there would be more demand than ITAC could accommodate. Trudy suggested to Marilyn if she wants to put an article in the Jacksonville newspaper promoting the ITAP program to please send it to ITAC first to be proofed. Trudy did state ITAC will be testing a new portable amplified phone and if anyone on the Council is interested in being in the trial to let her know. Trudy said she would work on a poster per Kate's recommendation with stickers on the bottom with the selection center contact info.

Trudy proposes a significant change in the TTY program. ITAC still has 5800 TTY clients in the loan program and 1400 in the voucher program. Many of the seniors seem uneasy about a new piece of equipment. ITAC needs to spend some of the TTY money this year to keep the budget level which is important to keep the line charge level. Trudy proposed to the Advisory Council to pull all the

exchange equipment out of the selection centers, because there is essentially no exchanging taking place. ITAC would send postcards to 2000 clients which is 1/3 of those left in the loan program advising they are now in the voucher program. Those clients could keep their old phone at no charge and get a new one now or get a new one when they want it. There have only been 160 TTY's sold in 2006 for \$35 each. Those clients would not get their money back, but ITAC will send them a new TTY if they want it. There was only 1 TTY application in September. Kate stated she wants the Advisory Council to be involved with proofing the postcard or letter that goes out to the 2000 clients. Trudy agreed to this, but needs a quick turn around. Trudy stated she is looking at adding 3 new selection centers in the next year. Trudy did state that with regard to battery problems with the new Ultratech the batteries need to run all the way down and then recharge, but she will have Eric test the batteries and talk to the Ultratech technician before following up with Carol Nemecek.

Trudy stated the spring workshop is moving to the Northfield Center which has a much larger facility than the KC Hall. There are 4 different rooms for the training and the hotel rooms are right at the facility. The date for the spring workshop is June 28-29 which is a Thursday and Friday.

IV. Telecommunications Relay Service

Emma advised that Sprint still anticipates taking over the Cap-tel relay, but Ultratech is not wanting to give it up. Ultratech is opening a second call center because several states have expressed dissatisfaction with the quality of the captions and this would be beneficial in case one call center goes down. In regards to updates to the Cap-tel phone, they are done systematically. There will be a message on the screen when an update is available and the user has to press a button to accept the updates. Also, a person may be prompted to call Cap-tel customer service. Patty asked that each selection center make a Cap-tel call once a month incase there are updates. In response to Heidi's problem with the conference call using Cap-tel that wouldn't work, Trudy asked Heidi to put the particulars in an e-mail to Emma and Ultratech. One issue is that per FCC order as of 2/12/06, Cap-tel calls are now billed for long distance when they were not before.

With regard to the delays in traditional relay, it was stressed by Emma and Trudy that the calls have to be logged and reported. Trudy says this is contrary to what she has been hearing about relay. The question was asked if traditional relay may just seem slow as people are used to using video relay.

V. Unfinished Business

There was discussion on the cellular remittance issues as well as broadband. Also issues with regard to accessibility for broadband applications. It was stated that the FCC has a NPRM out on E911 Disability Access.

Spring Meeting was set for May 2, 2007.

Meeting adjourned.

ITAC continues to work cooperatively with the ITAP Advisory Council to resolve issues brought forth during the aforementioned meetings.

**ITAC Selection Centers
Alphabetical by City**

Alton, IL 62002
IMPACT CIL
2735 E. Broadway
618-474-5333 TTY/VP
618-462-1411 V/TTY
888-616-4261 Voice
618-474-5309 Fax

Carbondale, IL 62901
SOUTHERN IL CIL
2135 W. Ramada Lane
618-457-3318 V/TTY
618-549-0132 Fax

Chicago, IL 60602
MOPD
City Hall, Room 1104
121 N. LaSalle Street
312-744-4602 Voice
312-744-4780 TTY
312-744-3314 Fax

Effingham, IL 62401
OPPORTUNITIES FOR
ACCESS
102 Greenvview Drive
217-342-5521 V/TTY
800-810-3180 V/TTY
217-342-5523 Fax

Belvidere, IL 61008
RAMP (Boone County)
530 S. State Street
Suite 103
815-544-8404 V/TTY
815-544-1896 Fax

Carmi, IL 62821
OPPORTUNITIES FOR
ACCESS
1725 College Ave.
618-382-7300 V/TTY
618-382-7301 Fax

Chicago, IL 60612
MOPD Field Office
2102 W. Ogden Avenue
312-744-4602 Voice
312-744-7833 TTY
312-746-5315 Fax

Elgin, IL 60123
FOX RIVER VALLEY CIL
730-B West Chicago Street
847-695-5818 Voice
847-695-5868 TTY
847-695-5892 Fax

Bloomington, IL 61704
LIFE-CIL
2201 Eastland Drive
Suite 1
309-663-5433 V/TTY
309-663-7024 Fax

Centralia, IL 62801
CENTRAL SENIOR SERVICE
OF MARION COUNTY
120 E. Green
618-533-4300 Voice

DeKalb, IL 60115
RAMP (DeKalb County)
1022 W. Lincoln Highway
815-756-3202 Voice
815-756-4263 TTY
815-756-3556 Fax

Forest Park, IL 60130
PROGRESS CIL
7521 Madison Street
708-209-1500 Voice
708-209-1826 TTY/VP
708-209-1827 TTY
708-209-1735 Fax

Bourbonnais, IL 60914
OPTIONS CIL
22 Heritage Drive
Suite 107
815-233-0400 Voice

Chicago, IL 60614
CHICAGO HEARING
SOCIETY
2001 N. Clybourn, 2nd Floor
312-248-0474 TTY

Effingham, IL 62401
EFFINGHAM SR. CENTER
209 S. Merchant
217-347-5569 Voice
217-347-5500 Fax

Freeport, IL 61032
RAMP (Stephenson County)
2155 West Galena Ave.
815-233-1128 V/TTY
815-233-0740 F.

Glen Ellyn, IL 60137
DUPAGE CIL
739 Roosevelt Road
Building 8, Suite 109
630-469-2300 V/TTY
630-469-2606 Fax

LaSalle, IL 61301
ILLINOIS VALLEY CIL
18 Gunia Drive
815-224-3126 V/TTY
815-224-3576 Fax

Pontiac, IL 61764
LIFE-CIL
741 W. Washington
Suite 3
815-844-1132 V/TTY
815-844-1148 Fax

Springfield, IL 62704
SPRINGFIELD CIL
330 South Grand Ave. West
217-523-2587 Voice
217-523-6304 TTY
217-523-0427 Fax

Harrisburg, IL 62946
SOUTHERN IL CIL
325 East Poplar
618-252-7233 V/TTY
618-252-7884 Fax

Mt. Vernon, IL 62864
SENIOR SERVICE OF
JEFFERSON COUNTY
409 Harrison
618-242-3530 Voice

Quincy, IL 62301
QUINCY SENIOR & FAMILY
RESOURCE CENTER
639 York Street
217-223-7904 Voice
217-222-1220 Fax

Sterling, IL 61081
WHITESIDE COUNTY
SENIOR CENTER
1207 W. 9th Street
800-645-2859 Voice
815-626-7707 Voice
815-625-0155 Fax

Hoffman Estates, IL 60169
SCHAUMBURG TOWNSHIP
DISABLED SERVICES
1 Illinois Boulevard
847-884-0030 Voice
847-884-1560 TTY
847-884-0039 Fax

Mt. Vernon, IL 62864
OPPORTUNITIES FOR
ACCESS
4206 Williamson Place
Suite 3
618-244-9212 V/TTY
618-244-9310 Fax

Rock Island, IL 61204
ILLINOIS/IOWA CIL
3708 11th Street
309-793-0090 V/TTY
309-283-0097 Fax

Urbana, IL 61801
PACE
1317 E. Florida Avenue
217-344-5433 Voice
217-344-5024 TTY
217-344-2414 Fax

Jacksonville, IL 62650
J'VILLE COMMUNITY
CENTER FOR THE DEAF
907 W. Superior Street
800-468-9211 V/TTY
217-243-4052 Fax

Mundelein, IL 60060
LAKE COUNTY CIL
377 N. Seymour Avenue
847-949-4440 V/TTY
847-949-4445 Fax

Rockford, IL 61107
RAMP
202 Market Street
815-968-7467 Voice
815-968-2401 TTY
815-968-7612 Fax

Watseka, IL 60970
OPTIONS CIL
130 Laird Lane
Suite 103
815-432-1332 Voice
815-432-1361 TTY
815-432-1360 Fax

Joliet, IL 60435
WILL-GRUNDY CIL
2415-A W. Jefferson Street
815-729-0162 Voice
815-729-2085 TTY
815-729-3697 Fax

Peoria, IL 61614
CENTRAL ILLINOIS CIL
614 W. Glen
309-682-3500 Voice
309-682-3567 TTY
309-682-3989 Fax

Rockford, IL 61107
CENTER/SIGHT & HEARING
8038 Macintosh Lane
815-332-6800 Voice
815-332-6820 TTY
800-545-0080 Voice
815-332-6810 Fax

Selection Centers, revised 1/29/2007

Examples of Bill Messages and Bill Inserts

(7 items)



Exhibit T.2
AT&T Bill Sample

Page 1 of 2
Account Number
Billing Date Aug 13, 2007
Web Site att.com

Jul 14 - Aug 13, 2007

Bill At A Glance

Previous Bill	37.39
Payment Received 8-09 - Thank You!	37.39CR
Adjustments	.00
Balance	.00
Current Charges	37.48
Total Amount Due	\$37.48
Current Charges Due in Full By	Sep 7, 2007

Bill At A Glance

Questions? Call:	
Plans and Services	29.10
1-800-288-2020	
Repair Service:	
1-888-811-4466	
Automated Billing/Payment Arrangements:	
1-800-873-6501	
AT&T Corp.	8.38
1-800-222-0300	
Total of Current Charges	37.48

Plans and Services

Monthly Service - Aug 13 thru Sep 12	
Line Charge	9.00
Caller Identification	4.41
Calling Name Display	.71
LINE-BACKER®	8.99
Federal Access Charge	4.49
Total Monthly Service	25.60
Local Calls	
Direct Dialed Calls	
0-4 Miles	
3 Call(s) at Day Rate	.07
2 Call(s) at 0% Evening Discount Applied	.05
3 Call(s) at 0% Night/Wend Discount Applied	.07
Total for Direct Dialed Calls	.19
Day Rate: Mon-Fri, 9am-11am, 2pm-8pm	
Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 0% Discount	
Night/Wend Rate: 9pm-8am, Sat/Sun/Holidays - 0% Discount	
8 Call(s) made this month averaged \$0.237 per call	
Total Local Calls	.19
Surcharges and Other Fees	
9-1-1 Emergency System	
Billed for Sangamon County	.75
State Infrastructure Maintenance Fee	.13
State Additional Charges	.01
Infrastructure Maintenance Credit	.79CR
Federal Universal Service Fee	.50
IL Universal Service Fee	.05
IL Telecom Policy Svc and Exp	.05
Total Surcharges and Other Fees	.71
Taxes	
Federal at 0%	.85
Illinois at 7%	1.79
Municipal Telecommunications Tax	.28
Total Taxes	2.92
Total Plans and Services	29.10

AT&T Notes

AT&T Invoice Charges For Period Ending AUG 04, 2007

Thank you for choosing AT&T.

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

U.S. Pat. D419,950 and D414,810

DUE BY: Sep 7, 2007 \$37.48

LATE: After Sep 7, 2007 \$38.01



Billing Date Aug 13, 2007

Account Number 217

SPR NGFIE.U. IL 91704-5451

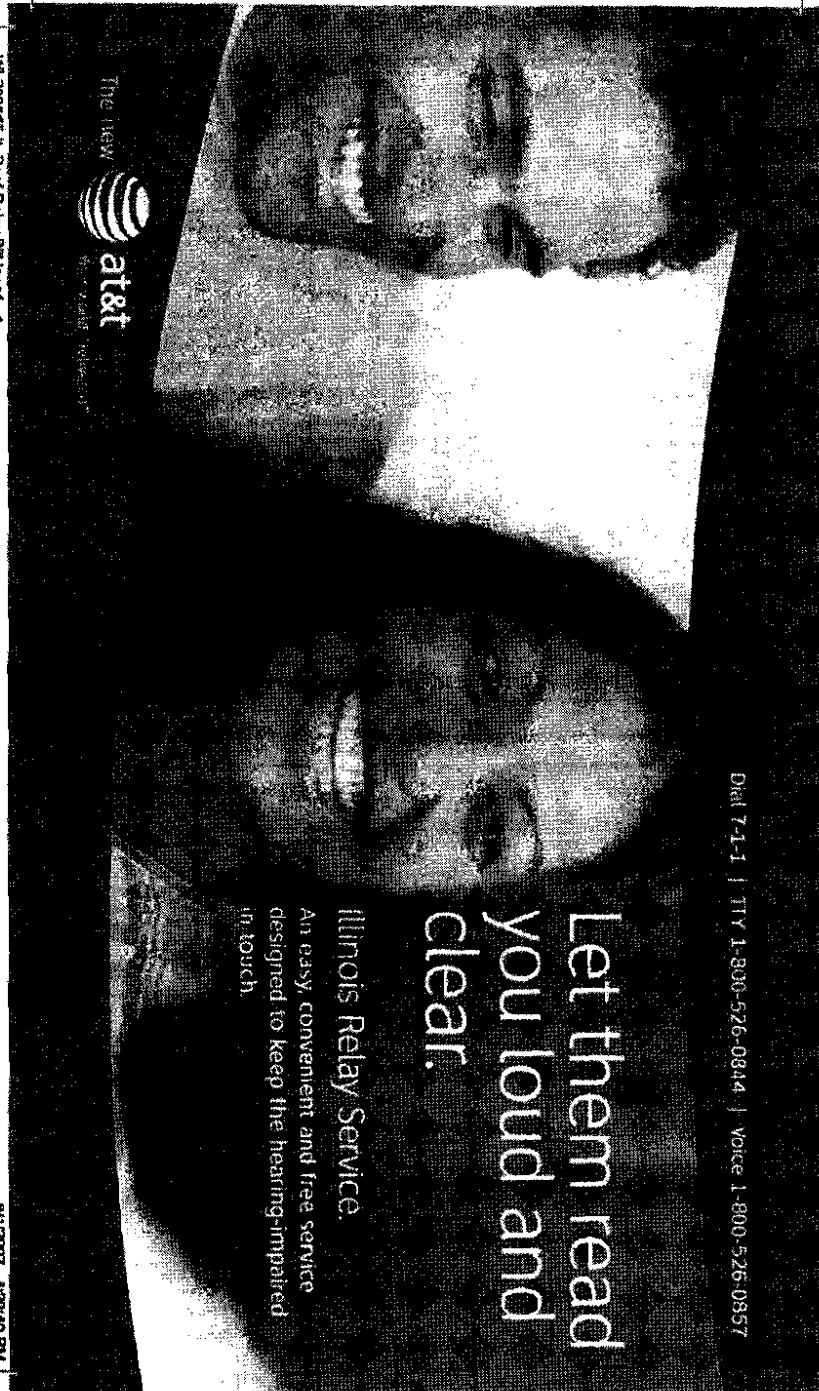
Please include your account number on your check

Make Checks Payable to

AT&T
PO BOX 8100
AURORA, IL 60507-8100




721707930214207199253001303200000000000000037480000003801



Let them read
you loud and
clear.

Illinois Relay Service.
An easy, convenient and free service
designed to keep the hearing-impaired
in touch.

Diad 7-1-1 | TTY 1-800-526-0814 | Voice 1-800-526-0857

The new
 at&t
Worldwide Communications

Keep in touch using the Illinois Relay Service.

Hearing and/or speech-impaired customers can communicate with hearing customers through the Illinois Relay Service. All calls are confidential and are billed at regular telephone rates.

This service uses a trained third party communications assistant to enable communications between hearing and/or speech-impaired customers and hearing customers. There's no additional cost to use the relay service and it's available 24 hours a day, 365 days a year.

*The relay service should NOT be used in an emergency.
Please dial 9-1-1 or your local emergency access number.*

Illinois Relay Service	Spanish
Dial 7-1-1	Dial 7-1-1
TTY 1-800-526-0844	TTY 1-800-501-0864
Voice 1-800-526-0857	Voice 1-800-501-0865

Telecommunications devices for subscribers with disabilities.

The State of Illinois distributes a range of special telecommunications equipment at no charge to residents who are certified as deaf, hearing-impaired or speech-impaired. If you believe you may be eligible for equipment under this program, call the Illinois Telecommunications Access Corporation (ITAC) at 1-800-841-6167 (TTY/Voice).

Call ITAC for more information at
1-800-841-6167 (TTY/Voice) or
visit www.itactty.org

The Illinois Relay Service and equipment distribution program are administered by ITAC on behalf of all local telephone companies in Illinois.
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502042



BILLING DATE: 9/01/2007

PAGE: 1 of 2

PO Box 359
210 N. Coal
Colchester, IL 62326

BUSINESS OFFICE:
Colchester/Blandinsville
776-3211
All Other Exchanges
1-888-640-4334
www.mdtc.net

REPAIR SERVICE:
From Any Exchange
611
From outside of service
area or from a cell phone
1-809-776-3214

Previous Balance	Payments Through 8/21/07	Balance Forward	Current Charges	Amount Due By 09/15/07	Past Due After 09/15/07
41.46	41.46CR	.00	41.22	41.22	43.28

SUMMARY OF CUSTOMER CHARGES

	Amount
Balance Forward00
Local Service Period 9/01/2007 - 9/30/2007	
Local Access	9.78
IL Telecom Relay Service and Equip.06
Illinois Telephone Assistance Prog.	1.00 >
Recurring Chgs&Credits(See Detail)	5.00
Federal Access	6.50
Federal Universal Service Charge73
Illinois Universal Service Charge09
State Access	12.45
Maintenance Charge50
Emergency 911 Surcharge	1.40
Federal Tax	1.95
State Tax	2.46
State Additional Charge03
State Infrastructure Tax17
Current Telephone Charges	41.22
Total Amount Due	41.22
Total Amount Due After 09/15/07	43.28

> = GROUP CHARGE MAY CONTAIN DENIABLE CHARGES FOR NON-BASIC SERVICE

Your current INTERLATA carrier pick is MTC COMMUNICATIONS
Your current INTRALATA carrier pick is MTC COMMUNICATIONS

DETACH & RETURN WITH YOUR CHECK PAYABLE TO MCDONOUGH TELEPHONE COOPERATIVE



Previous Balance	Payments Through 8/21/07	Balance Forward	Current Charges	Amount Due By 09/15/07	Past Due After 09/15/07
41.46	41.46CR	.00	41.22	41.22	43.28



An Important Message About ILLINOIS RELAY

People who are deaf, hard-of-hearing or speech disabled and use a teletypewriter (TTY) to communicate with hearing people who use a standard telephone can take advantage of an easy-to-use service offered by Illinois local exchange telephone companies like **McDonough Telephone Cooperative**. The service is called **Illinois Relay** which is administered by the **Illinois Telecommunications Access Corporation (ITAC)** and is available seven days a week, 24 hours a day. **Illinois Relay's** trained operators type the hearing caller's spoken words to the TTY caller and speak the typed words of the TTY caller to the hearing person. There is no charge for the use of **Illinois Relay**. Calls are billed at regular telephone company rates. ITAC also distributes TTYs at no charge to qualified Illinois residents. **For more information about Illinois Relay, call the ITAC at 1-800-841-6167 voice/tty.**



Exhibit T.2

To McDonough Bill Insert 11:
711

Or one of these 10-digit numbers:

1-800-526-0844	TTY Users
1-800-526-0857	Voice Users
1-800-501-0864	TTY Spanish
1-800-501-0865	Voice Spanish
1-877-526-1130	VCO Users
1-877-526-6670	Telebraille Users
1-877-526-6680	ASCII Users
1-877-526-6690	Speech to Speech

For quickest response in an emergency, dial 911 directly rather than using the relay service to complete the emergency call.



An Important Message About ILLINOIS RELAY

People who are deaf, hard-of-hearing or speech disabled and use a teletypewriter (TTY) to communicate with hearing people who use a standard telephone can take advantage of an easy-to-use service offered by Illinois local exchange telephone companies like **McDonough Telephone Cooperative**. The service is called **Illinois Relay** which is administered by the **Illinois Telecommunications Access Corporation (ITAC)** and is available seven days a week, 24 hours a day. **Illinois Relay's** trained operators type the hearing caller's spoken words to the TTY caller and speak the typed words of the TTY caller to the hearing person. There is no charge for the use of **Illinois Relay**. Calls are billed at regular telephone company rates. ITAC also distributes TTYs at no charge to qualified Illinois residents. **For more information about Illinois Relay, call the ITAC at 1-800-841-6167 voice/tty.**



To reach Illinois Relay, dial:
711

Or one of these 10-digit numbers:

1-800-526-0844	TTY Users
1-800-526-0857	Voice Users
1-800-501-0864	TTY Spanish
1-800-501-0865	Voice Spanish
1-877-526-1130	VCO Users
1-877-526-6670	Telebraille Users
1-877-526-6680	ASCII Users
1-877-526-6690	Speech to Speech

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An Important Message About ILLINOIS RELAY

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For quickest response in an emergency, dial 911 directly rather than using the relay service to complete the emergency call.

Sample of information printed in a newsletter issued by Egyptian Telephone Cooperative Association within the last year.

ITAC Charge Lowers

The Illinois Telecommunications Access Corporation (ITAC), a not-for-profit corporation, administers the Illinois Relay Service and the distribution of teletypewriters (TTY's) and telebraille machines for persons who are deaf, hard-of-hearing, voice impaired or deaf-blind on behalf of all local telephone companies in Illinois. A request was made by ITAC to lower the rate to 6 cents and was approved by the Illinois Commerce Commission (ICC).

All local telephone companies in Illinois are required to fund programs for persons with hearing and/or voice disabilities as part of the monthly telephone charges paid by all customers. The amount charged to fund these programs is adjusted annually. This money is used to operate the distribution of TTYs and Telebrailles and the Illinois Relay Service programs, which enable persons with hearing and/or speech disabilities to call other members of society.

Sample of information printed in a newsletter issued by Egyptian Telephone Cooperative Association within the last year.

Reach out with Relay

Illinois local telephone companies provide a service that allows people who are deaf, hard-of-hearing, or speech disabled and use a TTY to communicate with people who are hearing and use a standard telephone. The Illinois Relay Service is available seven days a week, 24 hours a day. The relay operator speaks to the standard telephone user and types to the TTY user. There is no cost for the use of this service.

Relay service should not be used in emergencies. In an emergency, callers should use

their local 9-1-1 or local emergency access numbers.

The relay service, which is required by state and federal law, is funded by a small fee included in your monthly service charge. The program is administered by the Illinois Telecommunication Access Corporation (ITAC) on behalf of all local telephone companies in Illinois. For more information about relay, call ITAC at (800) 841-6167 ext. 711.

To use the Illinois Relay Service, dial 711.

Examples of Information in Illinois Telephone Directories

live work visit XXXXXXXX



General Information

Rights & Responsibilities continued

Fair Resolution of Complaints

You have the right to have your complaints and grievances about telephone services, billing or other policies and procedures settled fairly.

If you have a question about a policy or procedure, call your local telephone service provider at the number for bill inquiries listed on the Telephone Provider Information page. Your service representative has the responsibility to answer your questions and resolve your problems.

If you are not satisfied with the company's decision, you may write or call the Illinois Commerce Commission at its bureau located in Springfield.

Address and phone number is:

Illinois Commerce Commission
Consumer Services Division
527 E. Capitol Avenue
Springfield, Illinois 62701
800-524-0795
800-858-9277 (TTY)

Illinois Restricted Call Registry

Illinois law protects residents from certain unwanted telemarketing calls. For more information about the Restricted Call Registry and how to enroll visit the Illinois Commerce Commission web site www.icc.state.il.us/rcr <<http://www.icc.state.il.us/rcr>>

Removing Your Name From Lists

Call your local telephone service provider to have your name removed from lists it provides to other companies. Customers with private (non-pub) or semi-private (non-list) numbers are automatically excluded from the lists.

AT&T Special Needs Center

The AT&T Special Needs Center helps people with special needs maintain an active life style by offering a wide variety of assistive telephone and communication products that can help people with hearing, speech, vision or mobility problems. The Special Needs Center is also able to assist business, healthcare, and government entities meet their ADA obligations. Equipment is billed at competitive and tariff rates. For more information call 800-433-8505.

Service Assistance Programs

Your local telephone service provider may offer telephone assistance programs to help reduce the price of monthly service and service connection charges for residence customers. Customers may be eligible if they receive aid from any of the following programs: Federal Housing Assistance, Food Stamps, the Low-Income Home Energy Assistance Program (LIHEAP), Medicaid, National School Lunch, Needy Families, or Supplemental Security Income (SSI). For information on service assistance eligibility and application procedures, please contact your telephone company at the number listed for Service Assistance Programs on the Telephone Provider Information page.

Telecommunications Relay Center

The Illinois Telecommunications Relay Center makes it possible for hearing-impaired and/or speech-impaired TTY phone customers to call persons or businesses without TTYs anywhere in Illinois 24 hours a day, 7 days a week. All calls are confidential and billed at regular telephone rates. To use the service:
TTY only.....711 or 800-526-0844
Voice711 or 800-526-0857
Spanish
TTY only.....711 or 800-501-0864
Voice711 or 800-501-0865

Telebraille Users..711 or 877-526-6670
ASCII Users.....711 or 877-526-6680
Speech to Speech..711 or 877-526-6690
VCO Users.....711 or 877-826-1180

Telecommunications Devices For Subscribers With Disabilities

There is a program in the state to distribute text telephones (TT) at no charge to residents of Illinois who are certified as deaf, hard-of-hearing or speech impaired. If you believe you may be eligible for a TT under this program, you can call the Illinois Telecommunications Access Corporation (ITAC) at 800-841-6167 (V/TTY).

Instructions for Making a Relay Call from a Payphone

For Local Calls:

1. Dial 7-1-1
2. Provide the Communications Assistant (CA) with the area code and phone number you wish to dial.
 - Local calls are free

For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial 7-1-1
2. Provide the CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.
 - Calling card calls cost no more than if you paid with coins.
 - Prepaid calling card rates vary. Check with your card provider about their rates.

For Toll or Long Distance Calls using the "collect" calling method:

1. Dial 7-1-1
2. Provide the CA with your name, the area code and phone number you wish to dial.

Sample of information printed in phone directory issued by Egyptian Telephone Cooperative Association.

Calling Features



Telemarketer Call Screening

If annoying telemarketers are interrupting your daily routine, why not tell them how you really feel? Now you can, with Telemarketer Call Screening.

Calls from telemarketers are typically delivered to your phone as "unknown" or "out-of-area." This unique service intercepts these calls, and announces that you do not accept calls from telemarketers. The great thing is, your phone doesn't even ring. It also instructs telemarketers to add your name to their "DO NOT CALL" list. Other callers are advised to dial 1 or stay on the line to be connected.

It's peace of mind every time your phone rings.

Illinois Relay Service

What is it?

Illinois Relay Service is a 24-hour-a-day, seven-day-a-week service provided by Verizon Illinois in cooperation with the Illinois Telecommunications Access Corp. (ITAC). The service is a communications link between those who use a Text Telephone (TTY) and those who use a standard voice telephone. TTY's are special typewriter-style devices used by persons who are hard of hearing, deaf or voice impaired to communicate over the telephone.

How does it work?

Specially trained operators relay conversations between TTY users and hearing people who use a standard voice telephone. The relay operator types the hearing caller's spoken words to the TTY caller. The Operator then speaks the

typed words received from the TTY caller to the hearing person. The operator acts as a go-between throughout the entire conversation.

All calls made through the Relay Center are kept strictly confidential.

Employees may not disclose any communication they have seen or heard, and no record of the call is kept other than for billing purposes.

A special feature, known as "voice carry over" makes it possible for a deaf or hard of hearing caller with good speech skills to talk directly to the hearing caller. With this feature, the relay operator types only the hearing caller's voice response back to the TTY caller.

How do you use the service?

Callers can contact the Illinois Relay Center, located in Chicago, by dialing a toll-free 800 number.

---TTY Callers
Dial 1 + 800 526-0844

---Voice Callers
Dial 1 + 800 526-0837
Or 711

How are calls billed?

Calls completed through the Relay Center are billed at regular telephone company rates. There are no extra charges.

For example, a person in Springfield calls a friend in Carbondale using the Relay Center. The person will not be billed for the call from Springfield to the Relay Center in Chicago, or for the call from the Relay Center to Carbondale. The caller is billed only for a direct call between Springfield and Carbondale.

Billing options include collect calls, calling card calls, calls billed to a third number and person-to-person calls.

Who do I call in an emergency?

Relay operators do not have access to 9-1-1 emergency centers. TTY users should dial their local TTY emergency numbers directly. If, during an emergency, the TTY caller provides a phone number that can be directly dialed, the relay operator will attempt to complete this call.

Are other services available?

ITAC also distributes TTY's at no charge to qualified Illinois residents. For more information on the TTY Loan Distribution Program, or the Telecommunications Relay Service, write to:

ITAC
3301 Mequade Drive
Suite D
Springfield, IL 62704

1 + 800 841-8187 (Voice)
1 + 800 841-1838 (TTY)



verizon

DER ANY DIRECTORY ANYTIME 1-800-888-8448



SUPERPAGES

MARCH 2004

MORE WAYS TO GET THINGS DONE!
CUSTOMER INFO GUIDE

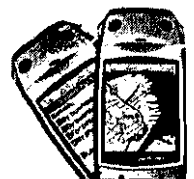
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GUIDE

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Now with even more goods, services and information to
help you get things done.

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get it NOW

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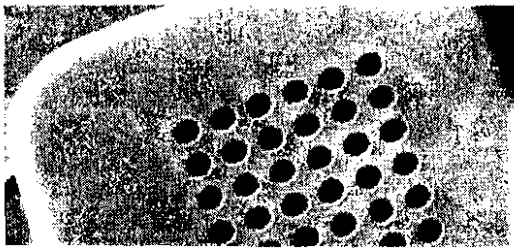
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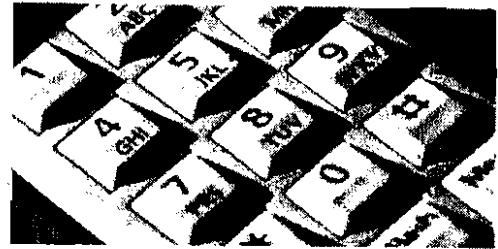
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cnet Shopper.com



GENERAL INFORMATION



Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with other people who use standard voice telephones. TRS communication assistants relay telephone conversations verbatim simultaneously between TTY users and non-TTY users. The Illinois Relay Service operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out.

A special feature known as "voice carry over" makes it possible for a deaf or hard-of-hearing caller with good speech skills to talk directly to the hearing caller. With this feature the relay operator types only the hearing caller's voice response back to the TTY caller.

The toll-free number for the Illinois Relay Service is **7-1-1** or **1-800-526-0844** for TTY users. If you do not have a TTY, but want to use the Illinois Relay Service to call someone who does, call **7-1-1** or **1-800-526-0857**.

Calls completed through the relay service are billed at regular telephone company rates. There are no extra charges.

If you are using the relay service to make a long-distance call, tell the operator which long-distance company you want to handle your call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information.

Customers with TTYs can use the Illinois Relay Service to call their local telephone service provider. Here's how: Call the relay service at **7-1-1** or **1-800-526-0844** and tell the operator the number you wish to call. (Please see pages 2-3 for a list of contact numbers.)

Relay operators do not have access to **9-1-1** emergency centers. TTY users should dial their local TTY emergency numbers directly. If, during an emergency, the TTY caller provides a phone number that can be directly dialed, the relay operator will attempt to complete the call.

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at **1-800-855-1155** for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply. The TTY operator can help with:

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verification

Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local telephone service provider.

The Illinois Telecommunications Access Corp. (ITAC) distributes Text Telephones (TTYs) at no charge to qualified Illinois residents. For more information, write or call:

ITAC
3001 Montvale Dr., Suite D
Springfield, IL 62704
1-800-841-6167 (Voice/TTY)

GallatinRiver

COMMUNICATIONS

Your hometown phone company since 1864.



CUSTOMER INFORMATION

NON-LIST SERVICE* (CONT'D)

If you do not wish to have your telephone number and address displayed, dial the appropriate 7 digit telephone number for the emergency agency.

FCC rules require Gallatin River to release your billing name and address to telecommunication service providers at their request so they may bill you directly for calling card, collect and third number calls you place on their network. If you do not want this information released, contact the Gallatin River Business Office. Requesting nondisclosure of this information will result in the telecommunication service providers terminating your calling card and your ability to bill calls to your account from other locations and to accept collect calls.

OMIT ADDRESS SERVICE

You may ask to have your address omitted from the directory at no monthly charge.

If you do not request this with initial service, a one-time service order charge will apply. Note: Other one-time charges are applicable with initial service.

ADVERTISING TELEPHONE NUMBERS

Some customers find it advantageous to include their phone numbers on stationery, signs, cards and other notices. It is best not to print a large quantity of these items at one time, due to changes that continue to be required, such as the introduction of new area codes, and the assignment of local numbers to such new uses as wireless telephones. Please keep in mind that telephone numbers used by Gallatin River customers are the property of the company. When required, it may be necessary for the company to implement changes in local telephone numbers.

DIRECTORIES

Gallatin River provides local directories to help you get the most use from your phone service. We prepare the listings carefully however, we assume no liability for charges arising from errors or omissions in the preparing or printing of the directory. If there's a problem with your listing, please call our business office.

You can save the time and inconvenience of calling wrong numbers by consulting the current directory before placing a call.

Certain numbers, however, may not appear in the current directory due to changes and new installations. These numbers are available from directory assistance.

Directories for other U.S. cities outside the 309 area code may be obtained by calling Gallatin River's Directory Publisher at 1-800-714-3764.

FINDING A DIRECTORY LISTING

If you're having difficulty finding a number, check an alternate listing. Listings for government agencies follow the name of the state, county or city they serve. For federal agencies, look under United States Government.

Names consisting of all capital letters, such as television and radio stations, can be found at the beginning of the section for their initial letter.

If a company name starts with a number, the listing will be alphabetized as if the number were spelled out. For example, to find the "57 Variety Store," look under "Fifty-Seven Variety Store."

PHONE REPAIR

Prior to calling for a repair problem, all phones should be checked to see that they are plugged in and/or hung up properly.

Then report your phone problem to Gallatin River repair by dialing 1-309-246-2087. When you call in a repair problem, company personnel will perform tests on your line to determine if the problem is in your phone.

Customers may choose Gallatin River or any other repair service to fix their phones, jacks or inside wiring.

Gallatin River has a wire maintenance and telephone repair program available. Call your Service Representative at 1-309-246-2085 for more information.

ILLINOIS RELAY SERVICE

The Illinois Relay Service (also known as Dual Party Relay) is a 24 hour a day, 7 day a week service provided by Gallatin River in cooperation with the Illinois Telecommunications Access Corp. (ITAC). This service is a communication link between those who use a Teletypewriter (TTY) and those who use a standard voice telephone. TTYs are special typewriter-style devices used by persons who are hearing impaired or deaf to communicate over the telephone.

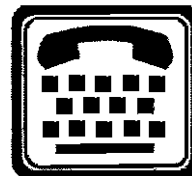
CUSTOMER INFORMATION

Specially trained operators relay communications between TTY users and hearing people who use a voice telephone. The relay operator will type the hearing caller's spoken words to the TTY caller. The operator will also speak the typed words received from the TTY caller to the hearing person. The operator acts as a go between throughout the entire conversation.

All calls made through the Illinois relay center are kept strictly confidential. Employees may not disclose any communications they have seen or heard, and no record of the call is kept, other than for billing purposes.

To use this service, contact the Illinois Relay Center by dialing one of the following toll free numbers:

ILLINOIS RELAY CENTER



International TDD Logo

7-1-1
TTY 1-800-526-0844
Voice 1-800-526-0857

There are no additional charges for this service. Calls placed through the Illinois Relay Center are billed at regular telephone company rates.

PLEASE NOTE: Relay operators do not have access to 9-1-1 emergency centers. TTY users should dial their local TTY emergency numbers directly.

ILLINOIS TELECOMMUNICATIONS ACCESS CORPORATION (ITAC)

If you would like more information about the relay service or the Illinois program that provides residents who are deaf, hard of hearing or speech disabled with TTY equipment, call:

800-841-1055 TTY
800-841-6167 Voice/TTY

Services for TTY Customers Only

WHAT IS TTY SERVICE?

TTY's teletypewriters are typewriter-like devices that permit hearing or speech impaired persons to communicate via the telephone with other TTY users. The phone receiver fits into an acoustic coupler on the typewriter like device and permits the users to type messages back and forth.

DIRECTORY LISTINGS FOR TTY USERS

ATTY user can have a listing in the phone book to indicate a TTY, and can have the phone number appear with or without a street address.

Examples:

Smith, J J
TTY Only 555-8888
Smith, J J
TTY & voice 555-8888
Or
Smith, J J 123 Allen Rd.
TTY Only 555-8888
Smith, J J 123 Allen Rd.
TTY & Voice 555-8888

The phrase "TTY Only" preceding a telephone number indicates the telephone is answered using a Telecommunications Device for the Deaf, and communication can take place over the line only via another TTY. If a listing includes "TTY & voice" both TTY users and speaking/hearing people can communicate over the line.

Please contact our business office at 1-309-246-2085 for additional information.



*Used with the permission of the National association of the Deaf.

Picture of 711 Billboard and
Placement City, Location, Size, Post Date and Length of Post



ITAC Billboard Placement Recap

City	Location	Size	Post Date	Length of Post
November 2005 through June 2006:				
Champaign	I-74 2.5 mi W/O I-57	7.5x20	11/01/05	6 months
Rockford	I-90 WL S/O State	14x48	11/05/05	6 months
So IL - Mulberry Grove	I-70 1 mi E/O Rt 127	20x80	11/05/05	6 months
So IL - Mt Vernon	E/S I-57 .6 mi N/O MM 82	10.5x36	11/05/05	6 months
So IL - Marion	SS Hwy 13 E/O Carbon St	10.5x36	11/05/05	6 months
Chicago	I-90 NW Tollway .3 mi E/O Elmhurst	20x60	11/14/05	3 months
Decatur	W/S Rt 48 & Boyd Rd	26x24	11/25/05	6 months
Springfield	I-55 MM 84 at Glenarm	10.5x36	12/15/05	6 months
September 2004 through September 2005:				
Peoria	I-474 4000 ft E/O Adams St NS	14x48	09/20/04	6 months
Bloomington	I-55 3 mi W/O Lexington	20x80	10/01/04	6 months
Champaign	I-57 2.7 mi W/O Exit 229	7x20	10/01/04	6 months
Decatur	I-72 3 mi W/O Illiopolis	20x60	10/01/04	12 months
Effingham	5 mi I-57 North w/S MM 165	8x20	10/01/04	6 months
Mattoon/Charleston	I-57 1 mi S/O Exit 177 Neoga	14x23	10/01/04	12 months
Chicago/Rockford	I-90 17.5 mi E/O US 20 Exit	20x80	10/10/04	12 months
December 2003 through November 2004:				
Chicago	Union Station	Diorama	12/01/03 - 01/18/04	8 weeks
So IL - Marion	SS Hwy 13 .25 mi W/O I-57	10.5x36	12/01/03	12 months
So IL - Benton	ES I-57 mm 72 @ Benton	10.5x36	12/01/03	12 months
Springfield	ES I-55 1 mi N/O Rt 54	24x60	12/01/03	12 months
Quad Cities	SS I-280 s Mi W/O Exit 15	14x48	12/01/03	12 months
Rockford	ES I-90 S of I-43, 13.5 mi N/O Rockford	18x55	01/01/04	12 months
Joliet	SS I-80 1 mi W/O Larkin	14x48	01/01/04	4 months
February 2003 through April 2003:				
So IL - Harrisburg/Eldorado	SS Hwy 45 .1 mi E/O Goolsby Rd in Eldorado	poster	02/01/03	2 months
So IL - Herrin	Rt 148 1 mi N/O Rt 148/Rt 13 intersection	10.5x36	02/01/03	3 months
So IL - Marion	SS Rt 13 just W/O Walton Way	10.5x36	02/01/03	2 months
So IL - Mt Carmel	SS 1625 W 9th St & ES Rt 1 just N/O CR 1250 N	poster	02/01/03	2 months
So IL - Mt Vernon	I-57 MM 87, ten mi S/O Mt Vernon	10.5x36	02/01/03	3 months
So IL - Salem	US 50 W & Rt 37 S	poster	02/01/03	2 months
Effingham	1405 S Banker & 800 S Henrietta	poster	02/10/03	2 months

Samples of 711 Newspaper Ad Campaign and
List of Newspapers Printed in with Publication Dates

...features the M-
nce Team, both
et to speak.

, selective shot,
ons. Raffle. Ben-
scholarship fund.

Market featuring
cial, 8a-noon.
urnament Trail,
denominational
of Jesus Christ
s through com-
fishing tourna-

ament, Weldon
217) 935-6244.

L norial Day open
...will lead guided
use beginning every 20
about one hour. \$5/adult;

r for the Greater Decatur
4-6309.
Moore Homestead Mu-
30. (217) 935-6066.

a 1890 one-room school
Friends Creek Conser-
genta. (217) 423-7708.

ue Tractor Show, down-
9) 928-2161.

oor flea market, 8a-4p,
ecatur.

have suffered a miscar-
riage. Not only did I
mourn the loss of my
pregnancy, but I was
also afraid I'd never be
able to have any chil-
dren.

"Anonymous"
should know that one in
four pregnancies ends
in miscarriage. If she
talks with other women,
she'll see she's not alone
in her suffering. Shar-
ing her story with oth-
ers who have been
through the same thing
may help her ease the
pain she's feeling.

Nine months after my
miscarriage I became
pregnant again with my
son. The happiest mo-
ment of my life was
when I saw his heart-
beat on an ultrasound
and was later able to hold
him in my arms. I am
now the happy mother
of three.

Please extend my
sympathies to "Anony-
mous," and tell her not
to give up hope. —
ANOTHER MOM IN
THE NORTH

DEAR MOM: I was
touched by the number
of women who wrote to
support "Anonymous in

By Abigail
Van Buren &
Jeanne Phillips



the North," and amazed
at how many of them
said that they had had
miscarriages, too. One
reader suggested that
"Anonymous" contact
area hospitals to see if
there is a local support

A national group that
has helped many people
is Share: Pregnancy and
Infant Loss Support Inc.
Founded in 1977, it has
80 chapters and offers
mutual support for be-
rieved parents and fami-
lies who have suffered a
loss due to miscarriage,
stillbirth or neonatal
death. It provides a
monitored interactive
Web site that includes
chatrooms and message
boards. Its toll-free num-
ber is (800) 821-6819,
and its Web site is
nationalshareoffice.com.
Read on:

DEAR ABBY:
"Anonymous in the
North" needs to realize

does get better.

What she needs to do
is take care of herself, be
gentle with herself. If
that means avoiding or
limiting her time with
her brother and pregnant
sister-in-law, or friends
and family with babies,
so be it! They need to
understand that it isn't
about them. It's a self-
care issue. Unfortu-
nately, family and
friends can be a part of
the problem.

Things not to say to
someone who has mis-
carried:

1. "You'll get preg-
nant again." (Note every-
one does.)
2. "You can always

...it was for the best
because it was defective,
it was God's will, etc."
(Unforgivable, even if
it were true.)

I will never forget my
disbelief and rage when
a "friend" who knew of
my miscarriage, and the
emotionally and finan-
cially exhausting ferti-
lity treatments I was un-
dergoing at the time,
complained of her morn-
ing sickness and said,
"Aren't you glad you're
not going through this?"

If you don't know
what to say about a
friend's miscarriage, say
"I'm so sorry," and then
shut up. Don't try to "fix
it," any more than you'd
try to "fix" a widow by

my miscarriage it was
hard for me to see a preg-
nant woman or baby.
My doctor gave me a
book that helped me un-
derstand and deal with
my feelings. I hope
"Anonymous" can get a
similar reference from
her doctor. — BEEN
THERE AND GOT
THROUGH IT

** ** *

Dear Abby is written
by Abigail Van Buren,
also known as Jeanne
Phillips, and was
founded by her mother,
Pauline Phillips. Write
Dear Abby at
www.DearAbby.com
or P.O. Box 69440, Los
Angeles, CA 90069.



Connect With Deaf People Over The Telephone.



DIAL 711

ILLINOIS
RELAY

www.itactty.org

Easy Confidential Free

Exhibit T.5
ITAC Ad in Mt. Zion Newspaper

State Bank granted
se D. Phelps a release for
625, Page 676, Docu-
328631.

Gerald D. and Mary Sue
ols granted Travis J. and
ina D. Vance a warranty
for Lot 7 of Sand Lake
division part E/2 SW 16-

Travis J and Katrina D.
e granted First State
a mortgage for Lot 7 of
Lake Subdivision part
SW 16-19-6.

Washington Mutual
k (Karen A. Heath)
ted Wells Fargo Bank a
tgage assignment for
37,0 Page 542, Docu-
t 267986.

JS Bank National Asso-
cation Trustee of Litton Loan
Servicing granted Noe and
Ann Mendoza a release for
Book 603 Page 158.

Dennis Lloyd Harshbarg-
er Executor of Lloyd Alfred
Harshbarger Estates granted

savings bank a mortgage as-
signment for Book 605, Page
801, Document 324875.

First Midwest Bank
granted Jeanette E. and
Michael L. Holmes a release
for Book 596, Page 633, Docu-
ment 323149.

Citifinancial Services
granted Darlene Hale a re-
lease for Book 616, Page 957,
Document 326938.

Chase Bank USA granted
Rebecca K. Stubbs a release
for Book 596, Page 549, Docu-
ment 323139.

John N. and Camille A.
Stolfa granted Philip G. and
Patricia K. Floyd a warranty
deed for part W/2 20-19-6.

Philip G. and Patricia K.
Floyd granted First Mid-Illi-
nois Bank & Trust a mort-
gage for part W/2 20-19-6.

Main Street Bank &
Trust - Bank Illinois granted
Donald E. and Kathy L.
Phelps a release for Book 599,
Page 723 and Book 599, Page

Strategic Capital Bank
granted John N. Jr. and

217-543-3725

NOW OPEN Connie's Country Greenhouse

Mt. Zion

Corner of Lost Bridge Road
& Rt. 121 in King's Plaza



Quality Flowers
& Perennials
Huge Selection of Boxwoods
Nursery Stock & Mulch

Also visit us in Latham - off Rt. 121 & in Decatur at
Gibraltar Pools & Spa on Hickory Point Frontage Road.
217-674-9033



Connect With Deaf People Over The Telephone.

DIAL 711

ILLINOIS
RELAY



www.itactty.org

Easy Confidential Free

**Illinois Telecommunications Access Corporation
711 Newspaper Ad Campaign promoting Illinois Relay
Campaign Year: 2007**

Illinois City and Newspaper	Ad Run Dates
Albion, Edwards County Times Advocate	02/21/07, 03/14/07, 04/18/07, 05/16/07
Albion, Navigator Journal-Register	02/21/07, 03/14/07, 04/18/07, 05/15/07
Aledo, Times Record (The)	02/21/07, 03/14/07, 04/18/07, 05/16/07
Altamont, Altamont News (The)	02/20/07, 03/20/07, 04/17/07, 05/15/07
Amboy, Amboy News (The)	02/21/07, 03/14/07, 04/18/07, 05/16/07
Anna, The Gazette-Democrat	02/22/07, 03/15/07, 04/19/07, 05/17/07
Arthur, Arthur Graphic Clarion (The)	02/22/07, 03/15/07, 04/19/07, 05/17/07
Ashley, Ashley News/DuQuoin Evening Call	02/22/07, 03/15/07, 04/19/07, 05/17/07
Ashton, Ashton Gazette (The)	02/22/07, 03/15/07, 04/19/07, 05/17/07
Astoria, The Astoria South Fulton Argus	02/21/07, 03/14/07, 04/18/07, 05/16/07
Atwood, Atwood Herald	02/21/07, 03/14/07, 04/18/07, 05/16/07
Auburn, Auburn Citizen	02/22/07, 03/15/07, 04/12/07, 05/17/07
Beardstown, Cass County Star Gazette	02/22/07, 03/15/07, 04/19/07, 05/17/07
Belleville, Herald Scott Flier	02/22/07, 03/15/07, 04/19/07, 05/17/07
Benton, Benton Evening News	02/21/07, 03/15/07, 04/12/07, 05/15/07
Breese, Breese Journal	02/22/07, 03/15/07, 04/19/07, 05/17/07
Bridgeport, Bridgeport Leader	02/21/07, 03/14/07, 04/18/07, 05/16/07
Bushnell, The McDonough Democrat	02/26/07, 03/19/07, 04/16/07, 05/14/07
Byron, Tempo	02/22/07, 03/15/07, 04/19/07, 05/17/07
Cairo, Cairo Citizen	02/22/07, 03/15/07, 04/19/07, 05/17/07
Cambridge, Cambridge Chronicle	02/22/07, 03/15/07, 04/19/07, 05/17/07
Camp Point, Camp Point Journal	02/21/07, 03/14/07, 04/18/07, 05/16/07
Canton, Daily Ledger	02/21/07, 03/15/07, 04/12/07, 05/15/07
Carbondale, Southern Illinoisan	02/21/07, 03/15/07, 04/12/07, 05/15/07
Carlyle, Union Banner	02/21/07, 03/14/07, 04/17/07, 05/30/07
Carmi, Carmi Times	02/21/07, 03/15/07, 04/16/07, 05/15/07
Carrollton, Green Prairie Press	02/21/07, 03/14/07, 04/18/07, 05/16/07
Carrollton, The Carrollton Gazette-Patriot	02/22/07, 03/15/07, 04/19/07, 05/17/07
Carterville, The Courier	02/22/07, 03/15/07, 04/19/07, 05/17/07
Carthage, Hancock County Journal Pilot	02/21/07, 03/14/07, 04/18/07, 05/16/07
Casey, The Reporter	02/19/07, 03/19/07, 04/16/07, 05/14/07
Cerro Gordo, The News Record	02/21/07, 03/14/07, 04/18/07, 05/16/07
Chatham, Chatham Clarion	02/22/07, 03/15/07, 04/12/07, 05/17/07
Chester, Randolph County Herald-Tribune	02/22/07, 03/15/07, 04/19/07, 05/17/07
Chillicothe, Chillicothe Independent	02/21/07, 03/14/07, 04/18/07, 05/16/07
Cissna Park, Cissna Park News	02/22/07, 03/15/07, 04/19/07, 05/17/07
Clinton, Clinton Daily Journal	02/27/07, 03/15/07, 04/12/07, 05/15/07
Danville, Vermilion Weekly Gazette	02/23/07, 03/16/07, 04/13/07, 05/18/07
Decatur, Decatur Tribune	02/21/07, 03/21/07, 04/18/07, 05/16/07
Delevan, The Delevan Times	02/21/07, 03/21/07, 04/18/07, 05/16/07
Divernon, Divernon News	02/22/07, 03/15/07, 04/12/07, 05/17/07
Dixon, Telegraph	02/21/07, 03/15/07, 04/12/07, 05/15/07
Dongola, Dongola Tri-County Record	02/22/07, 03/15/07, 04/19/07, 05/17/07
Durand, Durand Volunteer	03/15/07, 04/19/07, 05/17/07
DuQuoin, DuQuoin Evening Call	02/21/07, 03/15/07, 04/12/07, 05/15/07

Illinois City and Newspaper	Ad Run Dates
East Dubuque, East Dubuque Register	03/16/07, 04/13/07, 05/18/07
East St. Louis, East St. Louis Monitor	02/22/07, 03/15/07, 04/19/07, 05/17/07
Edwardsville, Intelligencer	02/21/07, 03/15/07, 04/12/07, 05/15/07
Eldorado, Eldorado Daily Journal	02/21/07, 03/15/07, 04/12/07, 05/15/07
Fairbury, The Blade	02/21/07, 03/21/07, 04/18/07, 05/16/07
Fairview Heights, Fairview Heights Tribune	02/22/07, 03/15/07, 04/19/07, 05/17/07
Farina, Farina News	02/22/07, 03/15/07, 04/18/07, 05/17/07
Fisher, Fisher Reporter (The)	02/21/07, 03/14/07, 04/18/07, 05/16/07
Flanagan, Flanagan Home Times	02/21/07, 03/21/07, 04/18/07, 05/16/07
Flora, Clay County Advocate Press	02/21/07, 03/15/07, 04/18/07, 05/15/07
Flora, Hometown Journal	02/22/07, 03/15/07, 04/18/07, 05/17/07
Forreston, Forreston Journal	03/22/07, 04/19/07, 05/17/07
Freeport, Freeport Focus	03/01/07, 03/15/07, 04/19/07, 05/17/07
Freeport, Freeport Journal Standard	02/21/07, 03/15/07, 04/12/07, 05/15/07
Galena, The Gazette	03/14/07, 04/18/07, 05/16/07
Galesburg, The Paper	02/21/07, 03/21/07, 04/18/07, 05/16/07
Galva, Galva News (The)	03/14/07, 04/18/07, 05/16/07
Geneseo, Geneseo Republic	03/16/07, 04/13/07, 05/18/07
Georgetown, Independent News	02/21/07, 03/21/07, 04/18/07, 05/16/07
Gillespie, South County News	02/22/07, 03/15/07, 04/19/07, 05/17/07
Gilman, Gilman Star	02/21/07, 03/22/07, 04/18/07, 05/16/07
Girard, Girard Gazette	02/21/07, 03/14/07, 04/18/07, 05/16/07
Golden, Golden-Clayton New Era	02/21/07, 03/14/07, 04/18/07, 05/16/07
Hardin, Calhoun News Herald	02/21/07, 03/14/07, 04/18/07, 05/30/07
Harrisburg, The Daily Register	02/21/07, 03/15/07, 04/12/07, 05/15/07
Herrin, Spokesman (the)	02/26/07, 03/19/07, 04/16/07, 05/14/07
Highland, Highland News Leader	02/22/07, 03/15/07, 04/19/07, 05/17/07
Hillsboro, The Journal-News	02/22/07, 03/15/07, 04/16/07, 05/17/07
Illinois Times	04/19/07
Jerseyville, Jersey County Journal	02/21/07, 03/14/07, 04/18/07, 05/16/07
Kewanee, Star Courier	02/21/07, 03/15/07, 04/12/07, 05/15/07
LaHarpe, Hancock County Quill (the)	03/07/07, 03/14/07, 04/18/07, 05/16/07
Lanark, Prairie Advocate News	03/14/07, 04/18/07, 05/16/07
Lawrenceville, Daily Record	02/21/07, 03/15/07, 04/12/07, 05/15/07
Liberty, Liberty Bee-Times	02/21/07, 03/14/07, 04/18/07, 05/16/07
Litchfield, The Litchfield News Herald	02/21/07, 03/15/07, 04/12/07, 05/15/07
Loves Park, The Post-Journal	03/15/07, 04/19/07, 05/17/07
Macomb, Macomb Journal	02/21/07, 03/15/07, 04/12/07, 05/15/07
Mahomet, Mahomet Citizen (The)	02/21/07, 03/14/07, 04/18/07, 05/16/07
Marion, Marion Daily Republican	02/22/07, 03/15/07, 04/12/07, 05/15/07
Marshall, Marshall Independent Choice	02/22/07, 03/19/07, 04/16/07, 05/14/07
Mascoutah, Mascoutah Herald	02/22/07, 03/15/07, 04/19/07, 05/17/07
Mendon, Mendon Dispatch-times	02/21/07, 03/14/07, 04/18/07, 05/16/07
Mendota, Mendota Reporter	03/14/07, 04/18/07, 05/16/07
Metamora, Metamora Herald	02/22/07, 03/15/07, 04/19/07, 05/17/07
Metropolis, Metropolis Planet	02/21/07, 03/14/07, 04/18/07, 05/16/07
Metropolis, The Southern Scene	02/26/07, 03/19/07, 04/16/07, 05/14/07
Moline, Moline Dispatch	02/21/07, 03/15/07, 04/12/07, 05/15/07
Monmouth, Daily Review Atlas	02/21/07, 03/15/07, 04/12/07, 05/15/07
Monticello, Piatt County Journal Republican	02/21/07, 03/14/07, 04/18/07, 05/16/07
Morton, Morton Courier	02/21/07, 03/21/07, 04/18/07, 05/16/07

Illinois City and Newspaper	Ad Run Dates
Mt. Carmel, Daily Republican Register	02/21/07, 03/15/07, 04/12/07, 05/15/07
Mt. Carroll, Mirror Democrat	03/14/07, 04/18/07, 05/16/07
Mt. Morris, Mt. Morris Times	03/22/07, 04/19/07, 05/17/07
Mt. Sterling, The Democrat Message	02/21/07, 03/14/07, 04/18/07, 05/16/07
Mt. Zion, Mt. Zion Region News	02/21/07, 03/14/07, 04/18/07, 05/16/07
Murphysboro, Murphysboro American	03/05/07, 03/15/07, 04/19/07, 05/17/07
Nashville, Nashville News	02/21/07, 03/14/07, 04/18/07, 05/16/07
Neoga, Neoga News	03/19/07, 04/16/07, 05/14/07
New Baden, Clinton County News	02/22/07, 03/15/07, 04/19/07, 05/17/07
New Berlin, New Berlin Bee	02/23/07, 03/15/07, 04/12/07, 05/18/07
New Berlin, The County Tribune	02/23/07, 03/16/07, 04/13/07, 05/18/07
Newton, Newton Press-Mentor	02/22/07, 03/15/07, 04/18/07, 05/17/07
Nokomis, Free Press Progress	03/07/07, 03/14/07, 04/18/07, 05/16/07
Norris City, Norris City Banner	02/21/07, 03/14/07, 04/18/07, 05/23/07
O'Fallon, O'Fallon Progress	02/22/07, 03/15/07, 04/19/07, 05/17/07
Oakland, Country Crossroads	02/21/07, 03/14/07, 04/18/07, 05/16/07
Oblong, Oblong Gem	02/21/07, 03/14/07, 04/18/07, 05/16/07
Ogden, Leader (The)	02/22/07, 03/15/07, 04/19/07, 05/17/07
Oregon, Oregon Republican Reporter	03/22/07, 04/19/07, 05/17/07
Okawville, Okawville Times	02/21/07, 03/14/07, 04/18/07, 05/16/07
Olney, Olney Daily Mail	02/21/07, 03/15/07, 04/12/07, 05/15/07
Onarga, The Lone Tree Leader	02/22/07, 03/15/07, 05/17/07
Oquawka, Oquawka Current	02/21/07, 03/21/07, 04/18/07, 05/16/07
Orion, Orion Gazette	03/15/07, 04/19/07, 05/17/07
Ottawa/Streator, The Times	02/21/07, 03/15/07, 04/12/07, 05/15/07
Palmyra, Northwestern News	02/21/07, 03/14/07, 04/18/07, 05/16/07
Pana, Pana News Palladium	02/22/07, 03/15/07, 04/16/07, 05/17/07
Paris, Beacon News	02/21/07, 03/15/07, 04/12/07, 05/15/07
Pawnee, Pawnee Post	02/22/07, 03/15/07, 04/12/07, 05/17/07
Pecatonica, The Gazette	02/22/07, 03/15/07, 04/19/07, 05/17/07
Pekin, Pekin Daily Times	02/21/07, 03/15/07, 04/12/07, 05/15/07
Philo, Southern Champaign County Today	02/21/07, 03/14/07, 04/18/07, 05/16/07
Pittsfield, Pike County Express	02/20/07, 03/20/07, 04/17/07, 05/15/07
Pittsfield, Pike Press	02/21/07, 03/14/07, 04/18/07, 05/16/07
Pleasant Hill, Weekly Messenger	02/21/07, 03/14/07, 04/18/07, 05/16/07
Pleasant Plains, Pleasant Plains Press (The)	02/23/07, 03/15/07, 04/12/07, 05/18/07
Pontiac, Daily Leader	02/21/07, 03/15/07, 04/12/07, 05/15/07
Ramsey, Ramsey News Journal	02/22/07, 03/15/07, 04/18/07, 05/17/07
Rankin, Rankin Independent	02/22/07, 03/15/07, 04/19/07, 05/17/07
Rantoul, Rantoul Press	02/28/07, 03/14/07, 04/18/07, 05/16/07
Raymond, The Panhandle Press	02/21/07, 03/14/07, 04/18/07, 05/16/07
Raymond, The Raymond News	02/22/07, 03/15/07, 04/19/07, 05/17/07
Ridgeway, The Ridgeway News	02/22/07, 03/15/07, 04/18/07, 05/17/07
Riverton, Riverton Register	02/21/07, 03/14/07, 04/18/07, 05/16/07
Robinson, Robinson Daily News	02/21/07, 03/15/07, 04/12/07, 05/15/07
Rochelle, Rochelle News Leader	03/15/07, 04/17/07, 05/17/07
Rochester, Rochester Times	03/15/07, 04/12/07, 05/17/07
Rock Island, Rock Island Argus	02/21/07, 03/15/07, 04/12/07, 05/15/07
Rockford, The Rock River Times	03/14/07, 04/18/07, 05/16/07
Rockton, Herald	03/15/07, 04/19/07, 05/17/07
Salem, Salem Times Commoner	02/23/07, 03/16/07, 04/16/07, 05/18/07

Illinois City and Newspaper	Ad Run Dates
Savanna, Savanna Times Journal	03/15/07, 04/19/07, 05/17/07
Savoy, Savoy Star (forced with Tolono County Star)	03/01/07, 03/22/07, 04/19/07, 05/17/07
Shawneetown, Gallatin Democrat (The)	02/22/07, 03/15/07, 04/18/07, 05/17/07
Sidell, Sidell Reporter	02/22/07, 03/15/07, 04/19/07, 05/17/07
Springfield State Journal Register	02/22/07, 03/15/07, 05/16/07
St. Elmo, St. Elmo Banner	02/20/07, 03/20/07, 04/17/07, 05/15/07
Staunton, Kwik Konnection	02/21/07, 03/14/07, 04/18/07, 05/16/07
Staunton, Staunton Star Times	02/21/07, 03/14/07, 04/18/07, 05/16/07
Steeleville, Steeleville Ledger (The)	02/21/07, 03/14/07, 04/18/07, 05/16/07
Sterling, Daily Gazette	02/21/07, 03/15/07, 04/12/07, 05/15/07
Stronghurst, Henderson County Quill	03/07/07, 03/14/07, 04/18/07, 05/16/07
Sullivan, News Progress	02/21/07, 03/14/07, 04/18/07, 05/16/07
Taylorville, Breeze Courier	02/21/07, 03/15/07, 04/12/07, 05/15/07
Teutopolis, Teutopolis Press	02/21/07, 03/14/07, 04/18/07, 05/16/07
Thomson, Carroll County Review	03/14/07, 04/18/07, 05/16/07
Tiskilwa, Bureau Valley Chief	03/15/07, 04/19/07, 05/17/07
Tolono, Tolono County Star	03/01/07, 03/22/07, 05/17/07
Trenton, Trenton Sun (The)	02/21/07, 03/14/07, 04/18/07, 05/16/07
Tuscola, Tuscola Regional	02/21/07, 03/16/07, 04/13/07, 05/18/07
Tuscola, Tuscola Review (The)	02/23/07, 03/16/07, 05/18/07
Vienna, The Vienna Times	02/22/07, 03/15/07, 04/18/07, 05/17/07
Villa Grove, Villa Grove News	02/22/07, 03/15/07, 04/19/07, 05/17/07
Virden, Virden Recorder	02/21/07, 03/14/07, 04/18/07, 05/16/07
Walnut, The Walnut Leader	03/19/07, 04/16/07, 05/14/07
Washburn (forced w/ Metamora Herald), Washburn Leader	02/22/07, 03/15/07, 04/19/07, 05/17/07
Washington, Washington Courier	02/21/07, 03/14/07, 04/18/07, 05/16/07
Waverly, Waverly Journal	02/23/07, 03/16/07, 04/13/07, 05/18/07
West Frankfort, Daily American	02/21/07, 03/15/07, 04/12/07, 05/15/07
Winchester, Scott County Times	02/21/07, 03/14/07, 04/18/07, 05/16/07

Sample of Public Notice of Change in Line Charge

APR 17 2006

C H I C A G O T R I B U N E

CERTIFICATE OF PUBLICATION

Chicago Tribune Company hereby certifies that it is the publisher of the Chicago Tribune; that the Chicago Tribune is an English language newspaper of general circulation, published daily in the City of Chicago, County of Cook and State of Illinois; that the Chicago Tribune has been so published continuously for more than one year prior to the date of first publication of the notice mentioned below and is further a newspaper as defined in Ill. Rev. Stat. ch. 100, SS 5 & 10; that the undersigned person is the duly authorized agent of Chicago Tribune Company to execute this certificate on its behalf; and that a notice of which the annexed is an electronic copy was printed and published in said newspaper 2 time(s) and starting on : 04/08/06 and ending on : 04/15/06.

Executed at Chicago, Illinois on 04/15/06.

CHICAGO TRIBUNE COMPANY

By

Glendene Hawkins

Public Notice
Notice of Proposed Change
in Schedules

The Illinois Telecommunications Access Corporations ("ITAC") hereby gives notice to the public that it has filed with the Illinois Commerce Commission ("Commission") a petition requesting that the Commission (a) maintain at the current level of 8 cents per subscriber line, the charge to be applied to each line of a telephone subscriber in the State of Illinois; (b) maintain the charge of 1.6 cents per Centrex line; (c) maintain the charge of 40 cents per PBX trunk, and (d) maintain the charge for services provisioned by T-1 lines and other advanced technologies mirroring the telephone carrier's application of 9-1-1 charges, without any increase or decrease, all for the purpose of funding the telecommunications access programs required by Section 13-703 of the Illinois Public Utilities Act.

The Commission may establish subscriber line charges in amounts other than those requested by ITAC.

All parties interested in this matter may obtain information with respect thereto from the Chief Clerk of the Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62706 or from Ms. Trudy Snell, Executive Director, ITAC, 3001 Montvale Drive, Suite D, Springfield, IL 62704.

Brochures

- ITAC Flyer Brochure
- Relay Quick & EZ

Amplified Phones Now Available

You may qualify for a
FREE PHONE
or other telecommunications
equipment from ITAC.

FREE ITAC AMPLIFIED PHONES
800-841-6167

ITAC programs are
and governed by Illinois law.

REQUIREMENTS:

- Legal resident of Illinois
- Standard phone service
in residence
- Certified as unable to use
the standard phone system

800-841-6167

Illinois Telecommunications Access Corporation
3001 Montvale Drive, Suite D, Springfield, IL 62704

www.itactly.org

Illinois law requires all Local Exchange
Carriers to provide telecommunications
access for people who are deaf, deaf
blind, hard of hearing, or speech disabled.
ITAC administers the Illinois Relay and
Equipment Programs on behalf of the
phone companies.

ITAC PROGRAMS ARE FUNDED BY A
CHARGE ON ALL LOCAL PHONE LINES
IN ILLINOIS



AVAILABLE EQUIPMENT:

• Amplified phones
• Telephones with large
print displays
• Telephones with
voice activation

DISABILITIES SERVED:

• Deaf
• Deaf-blind
• Hard of hearing
• Speech disabled
• Hearing impaired

FREQUENTLY ASKED QUESTIONS AND TIPS ABOUT ILLINOIS RELAY

- Q. Are relay conversations confidential?**
A. Yes. Federal law mandates that all relay conversations are kept confidential and that no records be kept.
- Q. How much does it cost to use Illinois Relay?**
A. There is no extra charge to use Illinois Relay. Long distance relay calls are billed at the regular rate that is charged between the point from which you are making the call and the point where the call terminates. Long distance calls can be billed to your preferred long distance provider. Give the Relay Operator your long distance information when placing the call. If you do not provide a specific company, the call will be billed through Illinois' Relay provider, Sprint.
- Q. How do I access relay service in another state when I am traveling?**
A. Dial 711, the international relay number for all 50 states.



- Q. What other features does Illinois Relay offer?**
A. Illinois Relay offers additional relay numbers for people who want to use their voice or hearing with their TTY, for Spanish speaking people who use a TTY, and for people who are deaf-blind and use a telebraille. Standard telephone and TTY users also have a choice to use Illinois Relay's traditional 10 digit numbers or the convenient three-digit number 711.

Illinois Relay Numbers:

TTY & Voice Users Dial: 711

OR

TTY Users 800-526-0844
 (TTY Users, program this number into your TTY for the quickest answer and one touch dialing)

Voice Users 800-526-0857
TTY Users (Spanish) 800-501-0864
Voice Users (Spanish) 800-501-0865
VCO (Voice Carryover) 877-826-1130
Speech to Speech 877-526-6690
ASCII 877-526-6680
Telebraille 877-526-6670

*For information about any of Relay's features, please call
 Sprint Relay Customer Service
 at 1-800-676-3777v/tty or call or write the
 ITAC Office*

Illinois Telecommunications Access Corporation
 3001 Montvale Drive, Suite D.
 Springfield, Illinois 62704

Relay Quick & EZ



**It's Simple
 It's Confidential**

It's "EZ" as 1-2-3

...you'll be talking in no time

Illinois Relay

makes the telephone system accessible if you use a TTY and want to call someone who uses a standard telephone, or if you use a standard telephone and want to call someone who uses a TTY.

Relay Quick & EZ

provides basic instructions on how you can place and receive calls through Illinois Relay.

MAKING RELAY CALLS

If you use a standard telephone and want to call someone who uses a TTY, the Communications Assistant (CA), or Operator, types your words to the person who uses a TTY and voices the TTY users typed words to you:

1. Dial 7-1-1
2. When a Communications Assistant (CA) answers, give the telephone number of the person you want to call.
3. When the person answers, proceed as you would with a regular call. Speak directly to the person you are calling, not to the CA.
Example: "Hi Mary, How are you doing?"
4. Say "Go Ahead" or "GA" when you are ready for the other person to respond.
5. When you are finished with your conversation, end the call by saying "Go Ahead or SK" (stop keying) giving the TTY user an opportunity to continue or end the call.

If you use a TTY and want to call someone who uses a standard telephone, the Communications Assistant (CA), or Operator, will voice your typed words to the person using a standard telephone and type the standard phone users words to you.

1. Dial 7-1-1 or 800-526-0844
2. When the CA answers, type the telephone number of the person you want to call.
3. Example: 555-1212 PLS.
4. When the person answers, proceed as you would with a regular TTY call. Direct your conversation to the person you are calling, not to the CA.
5. Type "GA" when you are ready for the other person to respond.
6. When you are finished with your conversation, end the call by typing "GA or SK" (stop keying) giving the person you are calling an opportunity to continue or end the call.



RECEIVING CALLS THROUGH ILLINOIS RELAY

Standard Telephone Users: When you answer your telephone, you will hear an Operator say, "Hello, a person is calling you through Illinois Relay. I am CA####, have you received a relay call before?"

1. If you answer "No", the operator will explain how Illinois Relay works.
2. If you answer "Yes," the call will continue with the Operator voicing everything the TTY user types, and typing everything the standard telephone user says.

TTY Users: When you answer the telephone using a TTY you will see "IRC CA#### (F/M) with a call" and the Operator continues typing the standard telephone user's greeting to you.

1. The call will continue as explained in the MAKING RELAY CALLS section above.
-

For further information about Illinois Relay or ITAC, visit ITAC's websites at:
www.itactty.org
illinoisrelay711.com

Kids Talk – Coloring Book and Poster

**DID
YOU
KNOW?**

A
person who uses a TTY
can call another person
who uses a TTY
directly

Exhibit T.8
Copy of Kids Talk Poster

I Am Free and Easy
If: You cannot use a
standard telephone due to a
hearing or speech disability

A
person using a TTY
can call a person
using a standard phone
through the Illinois Relay

ILLINOIS RELAY

IS A FREE, OPERATOR ASSISTED CALL.
THE OPERATOR SPEAKS TO THE
PERSON USING THE STANDARD PHONE
AND TYPES TO THE PERSON USING
THE TTY.

Illinois Relay Numbers:

800-526-0844	TTY USERS
800-526-0857	STANDARD PHONE USERS
800-501-0864	TTY SPANISH
800-501-0865	STANDARD PHONE SPANISH
877-526-6680	ASCH
877-526-6690	SPEECH TO SPEECH
877-826-1130	VCO (VOICE CARRYOVER)

Illinois Telecommunications Access Corporation

ITAC

3001 Montvale Drive, Suite D
Springfield, IL 62704

Illinois
Residents
Only

**CALL
FOR
APPLICATION**

No Age or
Income
Restrictions!

**CALL
ITAC
800-841-6167
V/TTY**

Must have Working
Telephone Service in
Residence

Look Inside
for
Details

Give Us A
Call!!!



If you or someone you know is deaf, hard of hearing, or voice disabled, and cannot use a regular telephone, ITAC can help.

To Qualify, a person must:

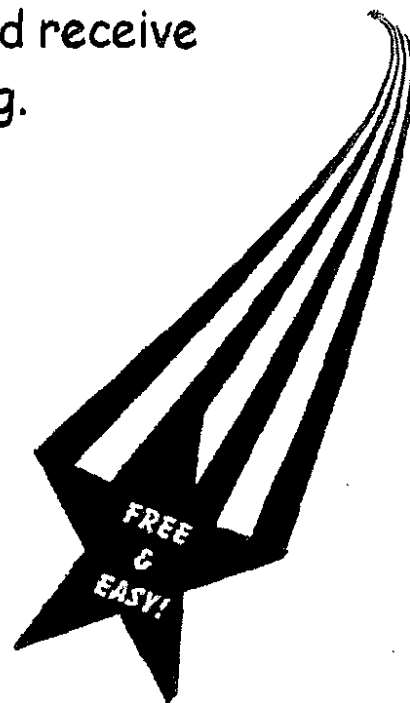
- ★ be certified as deaf, hard of hearing or voice disabled.
- ★ be unable to use a standard telephone.
- ★ be a resident of Illinois.
- ★ have working phone service in your home.

**THERE ARE NO AGE OR
INCOME RESTRICTIONS!**

Here's how to apply:

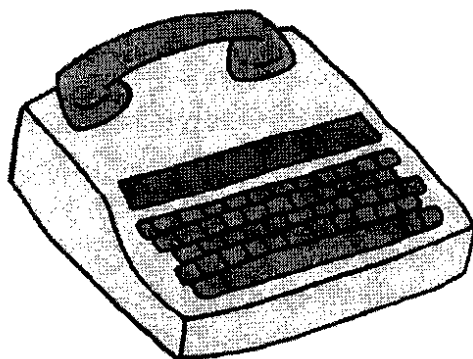
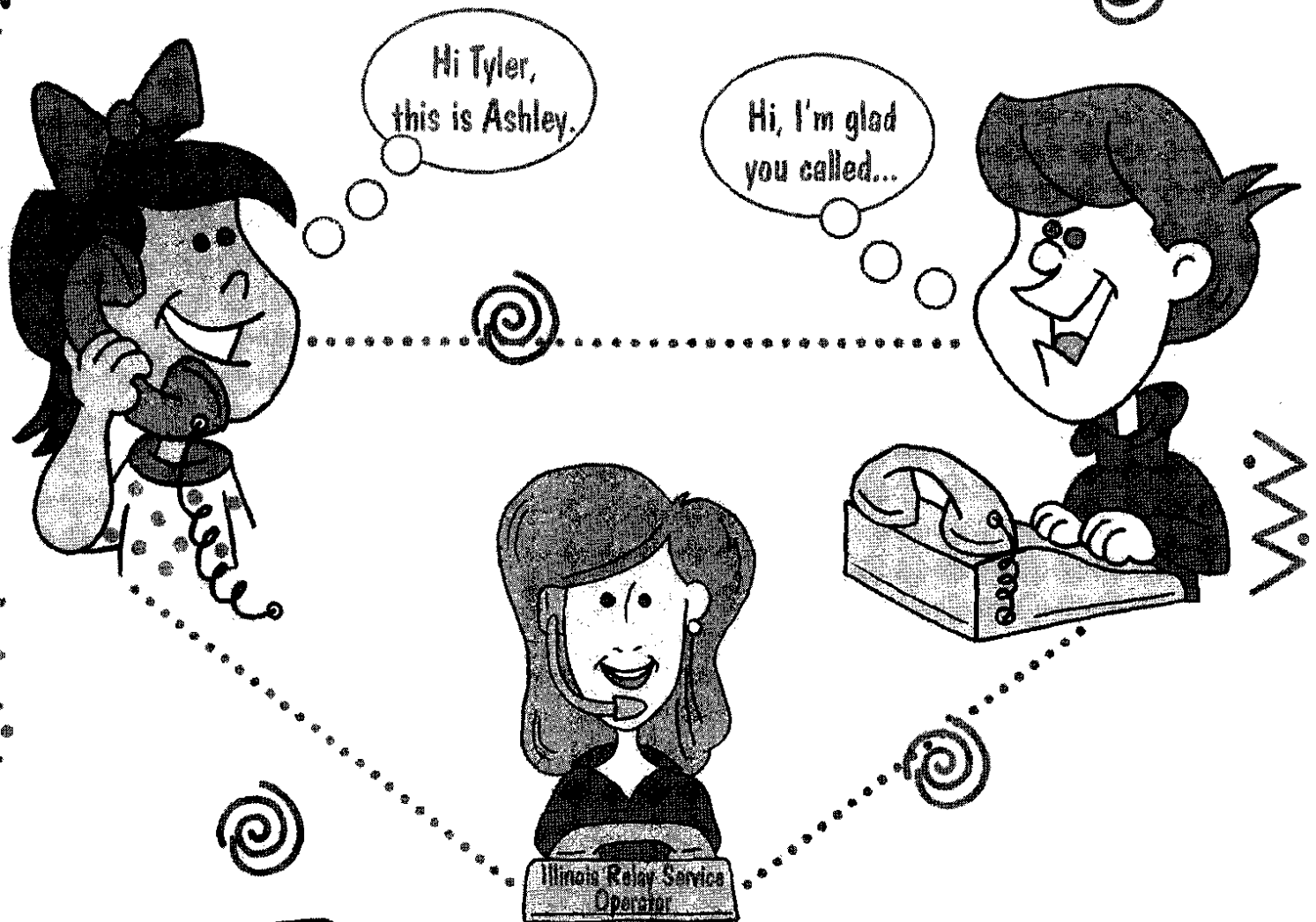
Call ITAC at
1-800-841-6167 v/tty

- ★ Ask for an application.
- ★ Complete application & have doctor or audiologist certify.
- ★ Mail application to ITAC.
- ★ ITAC reviews applications and will contact you with acceptance or denial.
- ★ ITAC arranges an appointment for applicant to pick up the TTY and receive training.



"Kids Talk"

Coloring & Activity Book

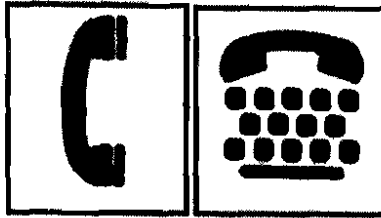


ITAC

Illinois Telecommunications Access Corporation

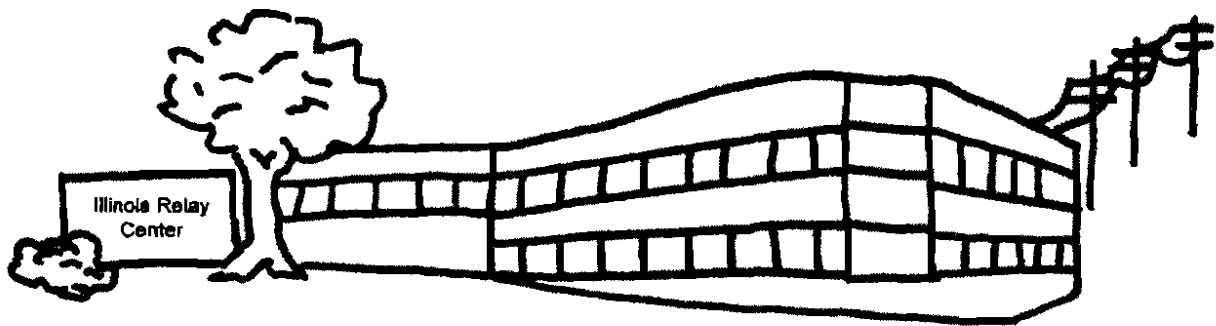
Universal Symbols

The word Universal means
all over the world

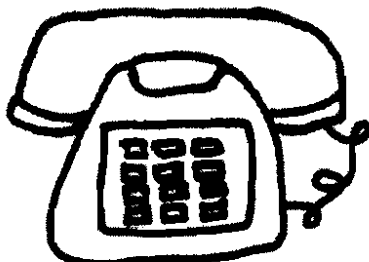


Universal
Telephone
Symbol

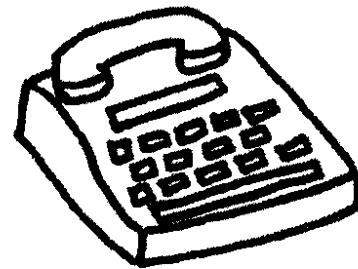
Universal
TTY
Symbol



ILLINOIS RELAY CENTER



TELEPHONE



TELETYPEWRITER
(TTY)



COMMUNICATIONS ASSISTANT (CA)
The CA works in the Relay Center

Illinois Relay Center 1-800-526-0844tty 1-800-526-0857voice

WHY WOULD YOU USE A TTY OR THE RELAY CENTER?

Not all telephones look alike. Some look like a telephone with a keyboard for typing. This is called a TTY, which stands for teletypewriter. Kids and grown-ups use TTYs if they cannot hear or speak well enough to use a regular telephone.

It works like this:

If you have a TTY and want to call someone who has a TTY, you just dial their number like you do a regular telephone.

Draw a curly telephone line to connect the two TTY users.



If you want to talk to someone and only one of you has a TTY, you can call a special operator ("CA" stands for Communications Assistant) at the Illinois Relay Center.

Here's how it works:

Draw a curly telephone line from the phone receiver to the CA

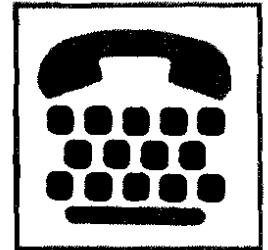
Draw a curly phone line from the CA to the TTY



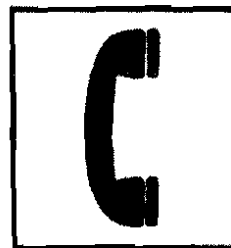
Draw a line to the picture of the correct answer:

What is:

1. The kind of phone a deaf person uses?



2. The kind of phone a hearing person uses?



3. The special operator who connects deaf and hearing people?



Communications Assistant

4. The building where many special operators work?



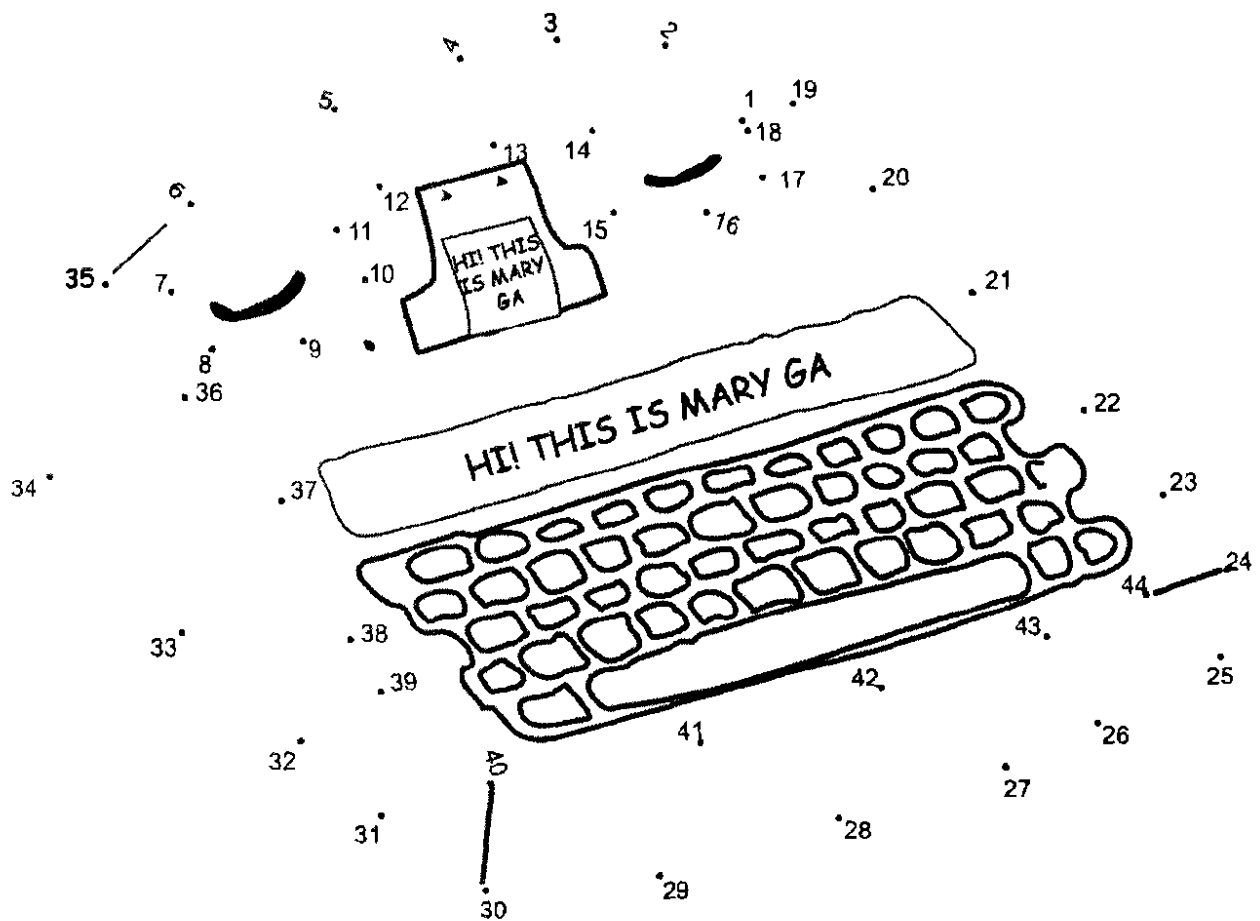
5. The deaf telephone symbol you would see in public places?



6. The hearing telephone symbol you would see in public places?



Illinois Relay Center



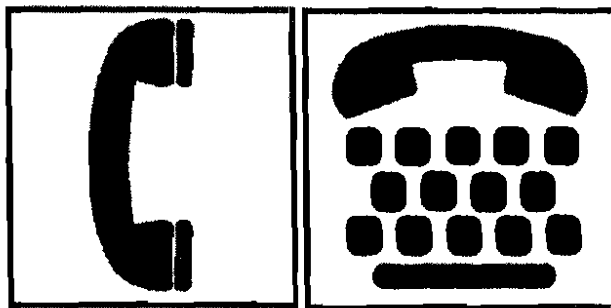
THIS IS CALLED A _____

IT IS USED TO MAKE _____

**Do you know someone who uses a TTY that
you can call?**

ANSWERS (UPSIDE DOWN): TTY, PHONE CALLS

HOW MANY WORDS CAN YOU MAKE OUT OF TELEPHONE - CALL.

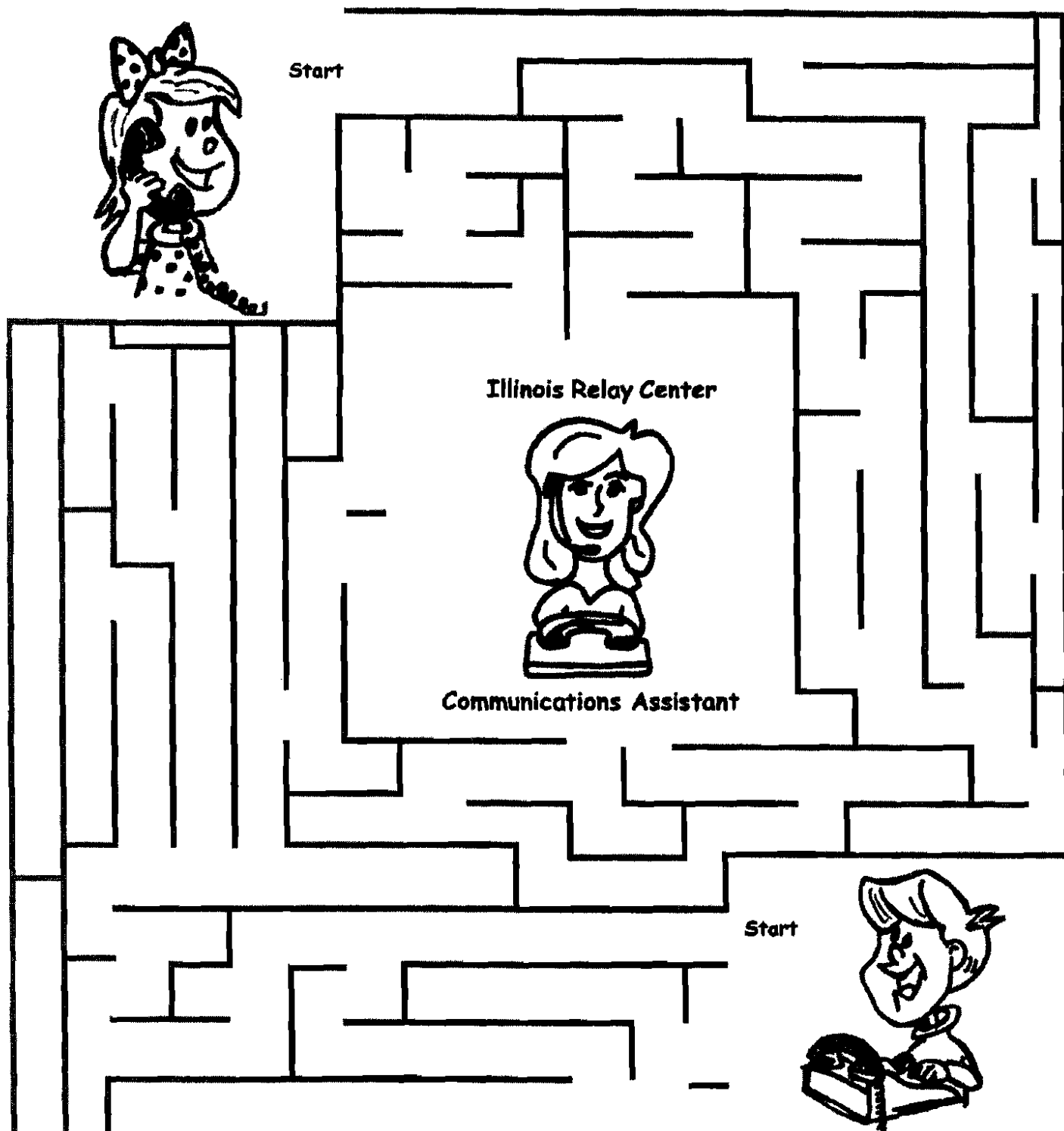


These are the universal telephone and teletypewriter (TTY) signs.

You will see these signs in large public places such as the airport or shopping mall to let people know that there is a standard and TTY phone for public use.

1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____
7. _____ 8. _____
9. _____ 10. _____
11. _____ 12. _____
13. _____ 14. _____
15. _____ 16. _____
17. _____ 18. _____
19. _____ 20. _____

AMAZING!



Tyler is using his TTY to call Ashley to invite her to a soccer game. Use two different colors to draw each of their telephone lines through the maze to connect with the relay center's Communications Assistant (CA).

**BEE
HAPPY!**



THE SCRAMBLER

You may have learned some new words in your activity book.
See how many new and old words you can unscramble.

UNSCRAMBLE THE WORDS *(There's more than one right answer to some of them)*

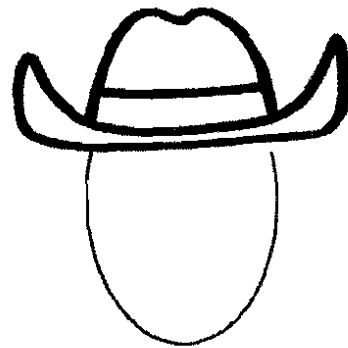
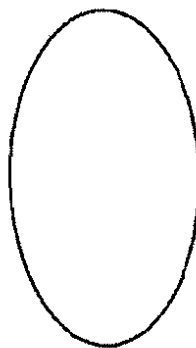
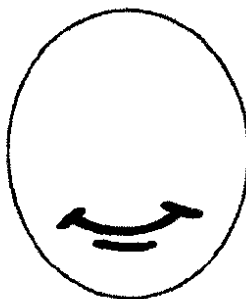
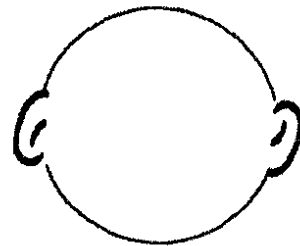
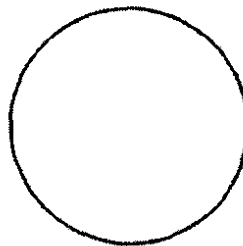
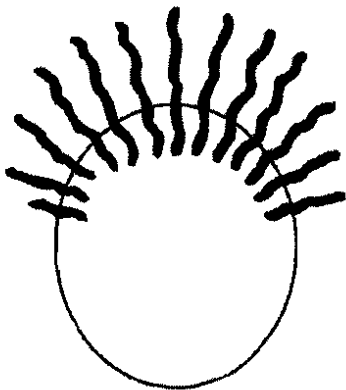
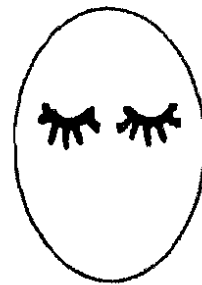
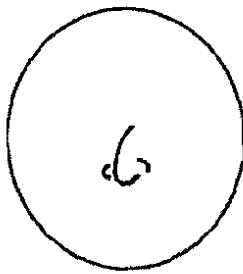
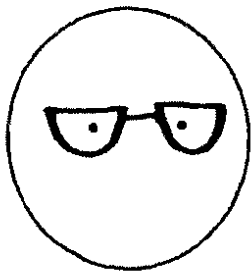
- | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|
| 1. <u>D</u> <u>F</u> <u>I</u> <u>E</u> <u>R</u> <u>N</u> <u>S</u> | ___ | ___ | ___ | ___ | ___ | ___ | ___ |
| 2. <u>L</u> <u>L</u> <u>A</u> <u>C</u> | ___ | ___ | ___ | ___ | | | |
| 3. <u>K</u> <u>A</u> <u>L</u> <u>T</u> | ___ | ___ | ___ | ___ | | | |
| 4. <u>Y</u> <u>T</u> <u>T</u> | ___ | ___ | ___ | | | | |
| 5. <u>N</u> <u>O</u> <u>P</u> <u>E</u> <u>H</u> | ___ | ___ | ___ | ___ | ___ | | |
| 6. <u>L</u> <u>E</u> <u>Y</u> <u>A</u> <u>R</u> | ___ | ___ | ___ | ___ | ___ | | |
| 7. <u>G</u> <u>I</u> <u>N</u> <u>S</u> | ___ | ___ | ___ | ___ | | | |
| 8. <u>Z</u> <u>I</u> <u>P</u> <u>A</u> <u>Z</u> | ___ | ___ | ___ | ___ | ___ | | |
| 9. <u>D</u> <u>S</u> <u>K</u> <u>I</u> | ___ | ___ | ___ | ___ | | | |
| 10. <u>G</u> <u>M</u> <u>S</u> <u>A</u> <u>E</u> | ___ | ___ | ___ | ___ | ___ | | |

ANSWERS (UPSIDE DOWN): FRIENDS, CALL, TALK, TTY, PHONE, RELAY, SIGN OR SING, PIZZA, KIDS OR DISK, GAMES

Who's That?!

Who do you want it to be? It could be you, your teacher, a relative, a best friend, even a pet. You decide. Just add what you want to make funny, happy, sad or silly faces.

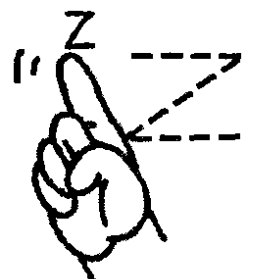
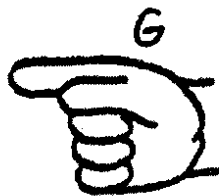
Use a pencil and *your imagination!*



MANUAL ALPHABET

Many people who are Deaf or speech impaired talk by using American Sign Language (ASL). ASL has many signs for different words, but names of people and places are spelled out using the manual alphabet.

Circle the signs that spell your name.



MANUAL NUMBERS



1
ONE



2
TWO



3
THREE



4
FOUR



5
FIVE



6
SIX



7
SEVEN



8
EIGHT



9
NINE



10
TEN

Complete these math problems using the manual numbers.
When you solve the problems, circle the right answers above.



+



=



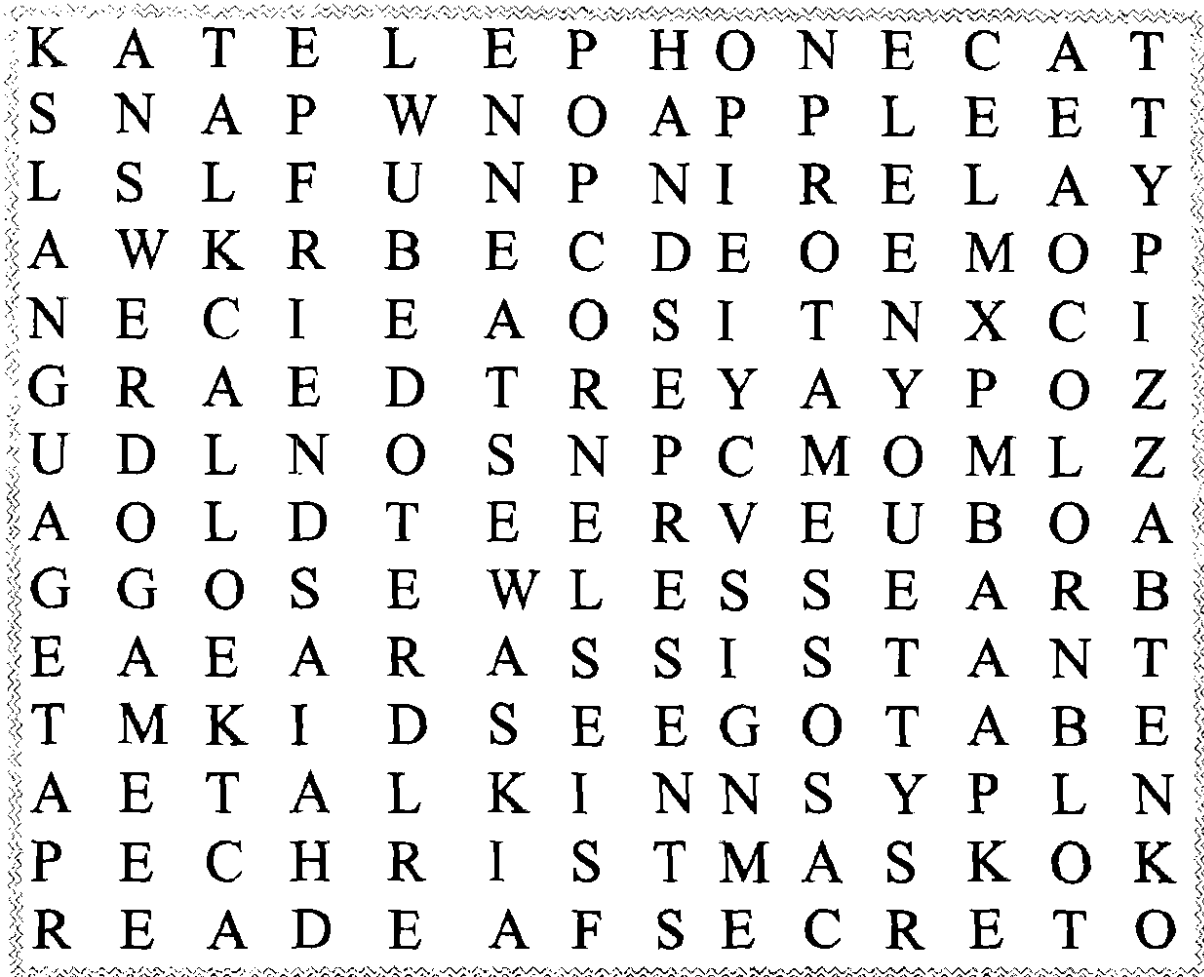
-



=



WORD SEARCH



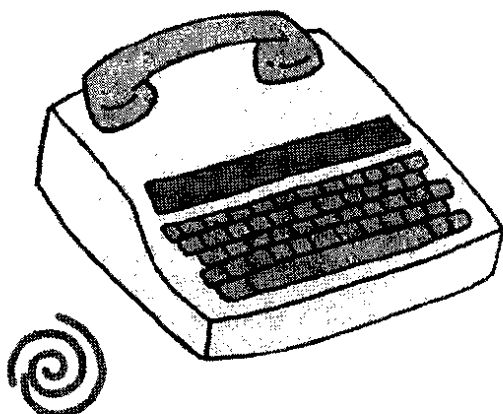
Cross through the words on the list as you find them

How many of these
words can you find?

ACE	DOT	MESS	PAT	TO
AN	EAR	MOB	PIE	TON
ANT	EAT	MOM	POP	TTY
ASK	FUN	MOP	READ	YOU
BAT	GO	NEAT	SEA	ZIP
CALL	GOT	NET	SEE	
CAT	GET	NO	SEW	
CORN	IN	OK	SIT	
DEAF	KIDS	OLD	SNAP	
DEAR	LAY	ON	TALK	
DIP	LOT	ONE	TAN	
DOG	ME	OZ	TAP	

These words are a little
harder, can you find them?

ANSWER	SEAR
APPLE	SECRET
ASSISTANT	SLANG
CHRISTMAS	SNAP
COLOR	TELEPHONE
FRIENDS	TELETYPEWRITER
HANDS	WRITE
LANGUAGE	
PIZZA	
POPCORN	
PRESENT	
RELAY	



Hey Kids, (and grown-ups)...

**This TTY (teletypewriter) is free if you
or someone you know can't use a regular telephone
because of a hearing or speech impairment.**

For information, call ITAC.



ITAC

Illinois Telecommunications Access Corporation



**©ITAC 1998
800-841-6167v/tty**



ITAC's Newsletter

ITAC COMMUNICATOR

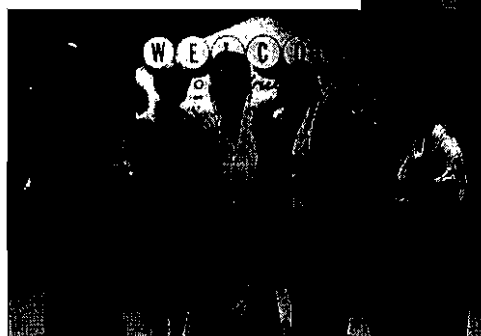
The Newsletter of the Illinois Telecommunications Access Corporation

Summer 2003

VIVA - Las Vegas

Elvis Himselfis Rocks the Room at ITAC's Annual Training Workshop

Elvis Himselfis (local Elvis Impersonator, Rick Dunham) was definitely "taking care of business" at ITAC's Annual Training Workshop dinner on April 23 in Springfield. Emulating the King's infamous hip and lip action, Elvis wowed the crowd with his renditions of familiar tunes. While he and his assistant, Mallory Davlin (daughter of ITAC staff member, Nancy) showered the audience with long stem roses and a kaleidoscope of silk scarves, interpreters for the performance, Marilyn Corlett and Sheila Chapman got into the action in what some of the guests said were the most entertaining "interpretations" of Elvis that they had had the pleasure to see.



2002 Advisory Council and Elvis

With a Las Vegas theme, forty-five trainers from the eighteen distribution centers throughout Illinois who provide TTY training on ITAC's behalf, attended the dinner and the following day's training.

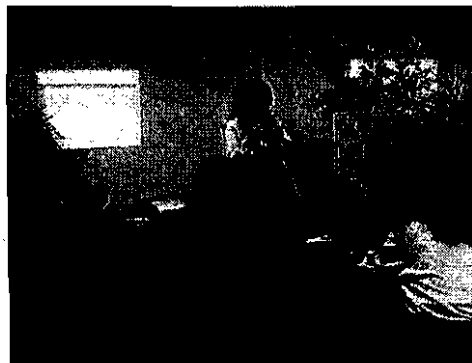
Training segments, cleverly disguised as some of Las Vegas' most popular haunts, included a live demonstration of the new CapTel phone at Caesar's Palace, while captive audiences at the Stardust and MGM Grand participated in hands-on demonstrations of Video Relay and Internet Protocol, presented by Sprint Representatives Maggie Schooler of Austin, Texas and Bill Stricklen, Illinois' Account Manager. New trainers, as well as several veterans, attended the Basic TTY Training with Video, which detailed how to provide consistent, reliable training to the public to ensure that all 18 centers offer identical training methods.

As explained by ITAC staff, "Our trainers are ITAC's ambassadors to the people who participate in the TTY distribution program and they succeed daily in making our programs a success. While the annual workshop's emphasis is on training and introducing our trainers to new technology and relay features, we also try to give our trainers a bit of entertainment and fun throughout the day." Trainers did get a respite and a laugh at the Las Vegas wedding chapel where they could help themselves to a piece of wedding cake or strap on a wedding dress and have their picture taken with a life size cutout of Elvis decked out in a gold lame ruxedo.

Special thanks to John Kinstler from Ultratec who provided live demonstrations of the CapTel phone; Sprint representatives Maggie Schooler and Bill Stricklen; Thirty two students from Riverton High School's ASL class, along with their teacher, who joined us for lunch and had a chance to practice their skills with the masters; and to all of our trainers for their continued dedication and eagerness to learn. See you next year!



Elvis, Mallory, Roses & Scarves



Maggie Schooler (Sprint) Demonstrates Video Relay Calls



Riverton High ASL Students view IP Relay Demonstration

755 Rule Revisions Files

After several years of negotiations with ITAC, The Illinois Telephone Association, ICC staff, the Advisory Council and members of the deaf community, the rule that governs ITAC's Equipment Distribution program finally made it to the ICC Agenda on May 28, and the Commissioners voted unanimously to open the rule. In their staff report, ICC staff recommended that the Commission initiate a rulemaking to revise the rule for Telecommunications Access for Persons with Disabilities.

What does this mean to you? Currently, the rule limits the equipment that ITAC can distribute to a TTY, a TTY with a large visual display and a Telebraille. The staff report notes that the current rules are restrictive with relation to equipment that ITAC may distribute and the revision will allow ITAC to be responsive to technological advancements in equipment. Staff recommended that the ICC remove equipment specifications to allow ITAC to keep up with technology. Once final, the rule revisions will allow ITAC to offer a wider range of telecommunications equipment which could include newly developed telecommunications equipment that would benefit people who are deaf, hard of hearing, deaf-blind, or speech disabled. The phone now being used in the CapTel Trial is a good example of this.

ITAC is hopeful that the revised rule will be final by late fall of 2003.

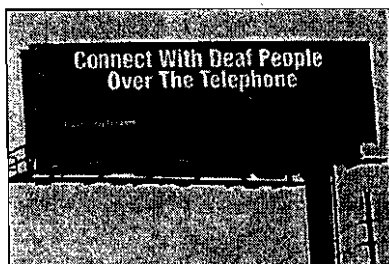
TRS News From the FCC

In a May 15, 2003 Press Release, the Federal Communications Commission reported it has taken another step in a series of initiatives to afford people with disabilities better access to the broad range of telecommunications and information services available today.

The commission affirmed that carriers have a continuing obligation to provide educational and outreach materials under current FCC rules and asked the FCC's Consumer Advisory Council to review issues concerning a TRS outreach campaign.

As the administrator of TRS in Illinois, ITAC holds steadfast to notions that mirror those of the FCC's - Outreach, to people who are Hearing, as well as to those who are Deaf, Hard of Hearing and Speech disabled is essential in spreading the word about relay.

Get the Picture?



ITAC's 711 Billboard was posted in 20 locations throughout Southern Illinois.

ATTENTION CAPTEL TRIAL PARTICIPANTS: CapTel Trial Hours Expanded

In its June, CapTel News from Ultratec and Sprint, ITAC was notified that the hours of service to use CapTel will expand to seven days a week, from 7:00 a.m. until midnight (Central Time) and on holidays.

Illinois has 200 people actively participating in the CapTel Trial and their feedback is important! Trial participants can send Ultratec their monthly evaluations via U.S. mail in the envelopes that Ultratec provided to participants, or, they can send their feedback on CapTel calls electronically to their website at www.ultratec.com. Scroll down to the bottom of the Home Page. Click on the link for EVALUATION INPUT on the left side at the bottom. Type the generic password as shown by using lower case lettering. User Name: captel, Password: user. Next, type in your feedback on the form provided and click on Submit. If you use this method for submitting your evaluations, there is no need to mail a printed copy.

In an effort to maximize trial participation, Ultratec urges all participants to contact CapTel Customer Service if you have questions or problems. You can reach a representative Monday through Friday from 8:00 a.m. until 5:00 p.m. (Central Time), by dialing 1.888.269.7477 (CapTel to CapTel), or 1.800.482.2424 (Voice/TTY), or e-mail your questions to John.kinstler@ultratec.com or pam.holmes@ultratec.com.

Illinois' CapTel trial is scheduled to end on September 30, 2003. ITAC's Executive Director, Trudy Snell, said that she is optimistic that the trial will be extended until the 755 rule revisions are finalized, at which time ITAC would be permitted to begin distributing limited numbers of CapTel phones to people who are Deaf or Hard of Hearing and have good speech skills or currently use VCO through Illinois Relay.

The CapTel product, manufactured by Ultratec, is a VCO, amplified, captioned telephone. CapTel users place a call in the same way as dialing a traditional telephone call. The CapTel phone automatically connects to the captioning service. Just like captioned television, the CapTel provides the user with both voice and text transcription nearly simultaneously. The service uses voice recognition technology that eliminates all waiting time caused by typing during a standard relay call. The lag time is so short that the hearing user is unaware that they are on a relay call.

ITAP CORNER

From Kate Kubey

The ITAP Advisory Council met with the ITAC Board, staff, and Illinois Commerce Commission Liaison on May 30th for our spring Bi-Annual Meeting. There were two districts where the nominations for the Advisory Council seats were contested. Teddy Clemmons lost his seat on the Council and Carrie Foster chose not to run for another term.

I want you as the Deaf Community members who receive ITAC TTYs to take the moment to thank two tireless members who have contributed their time, ideas and energies to this program. I, as Chairperson, will miss them and their valuable input.

There are two new members, Alan Post, who replaces Teddy Clemons in District 4 (mid-central Illinois, which includes Jacksonville and Springfield) and Lori Neimann, who replaces Carrie Foster in District 1 (Chicago metropolitan area). Congratulations to Jennifer

Nesmith for being elected to another term from District 2 (Rockford, Iowa/Illinois border). Welcome back Jennifer and welcome aboard Alan and Lori.

We are just about ready to wrap up the 755 rule revisions, which we have been working on for more than two years. We hope that this will be completed before the end of the year so that we can include CapTel phones and other possible devices to meet each individual's needs. At this point, we are only allowed to distribute two types of TTYs, the Ultratec and Ameriphone, as well as a Telebraille TTY for people who are deaf/blind. With the advancements in technology that went beyond the scope of the current rule, we would like to be allowed to try new devices as they come into the market. We'll keep you informed of the rule's progress.

See you in the next newsletter.

Kate Kubey
ITAP Chairperson



Meet Alan Post - ITAP's Newest Council Member

Alan R. Post, attorney, registered lobbyist, and mediator, Chatham, IL, has thirty years of law practice experience, 20 in the corporate arena---public utilities and railroads---and ten with people with disabilities---the ADA and the special education laws. He has a life long severe hearing loss. Alan was mainstreamed in Springfield, Illinois public schools and at the University of Wisconsin-Madison from which he has law and business degrees.

Alan was in on the beginning of the ITAC Program in the mid 1980s as an Illinois Bell attorney and retained an interest in the issues after he left Bell to come to Springfield, 1986-90. Alan's daughter, now 27, was born without the ability to use her legs. She is now a senior in an art education teacher program at a Kansas university. His sons, 28 and 23, are a medical doctor and an air force officer.

Alan has been involved with Self Help for Hard of Hearing People since a 1984 Chicago convention. He was State Coordinator for SHHH in Kansas, 1995-2001, and a member of the Kansas Deaf and Hard of Hearing Commission from 1991 through 1995. He was a member of the former Illinois advisory commission to the former DORS agency, 1985-1990 and served a period as chair. He was also a member of the Minnesota Commission on Disability, 1981-83.

Alan has an EEOC/US Department of Justice certificate as an ADA trainer and is highly interested in the civil rights of people with disabilities. As a lawyer, he has himself pioneered the use of oral interpreters, FM systems and real time captioning in courtroom situations since the mid 1980s.

continued on page 4

COMMUNICATOR

The ITAC Communicator is a publication of the
Illinois Telecommunications
Access Corporation
3001 Montvale Dr., Suite D
Springfield, Illinois 62704

If you have any comments or suggestions concerning this newsletter please write to us at the above address or call

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Administrative Manager
Patty Kress

Product Manager
Bettie Johnson

Outreach Manager
Marion Dravin

Customer Service Manager
Nancy Daylin

Resource Manager
Paula McClure

The Illinois Telecommunications Access Corporation is a not-for-profit organization serving Deaf, hard of hearing, speech disabled and deaf blind people of Illinois.

To read the newsletter on the Internet or

learn more about ITAC programs, view our websites at:
www.itactty.org
www.illinoisrelay711.com



News and Notes *By Marion Dramin*

With the winter and spring months gone by, summer means many conferences here and around the country in addition to the usual variety of vacation plans.

June 19-21, I attended the Illinois Association of the Deaf conference hosted by the Peoria Chapter of the IAD. The highlight of the conference was the crowning of Miss Deaf Illinois 2003-2005. The winner was Miss WSAD, Jessica Burke of LaGrange and the runner-up was Miss Illini, Elizabeth Hurd of Rantoul. The pageant was set up with a very appropriate theme "Reach for the Stars" and was ably emceed by Bob Dramin who caused the audience to wait and gasp for a few moments before the final announcement was made. ITAC and Sprint hosted a "dessert" reception on Friday evening during lively entertainment by a standup comedian, CJ Jones.

The IAD conference also offered stimulating workshops and exhibits for the 200 plus attendees. The newest concept in Video Relay (VRS) was introduced by Bill Stricklen of Sprint. He gave hands-on demonstrations of one of the newest technologies that interested many people, the "D-Link". The "D-Link" is a Video Relay call, but uses a TV monitor with a remote control instead of a computer. This is a wonderful application, especially for those who do not need or want a computer and can make VRS calls with the TV only. The set up still needs "high speed" internet or phone service. We'll be seeing more about this new application once it becomes available on the open market.

The 2005 IAD conference will be held June 23-26 in Springfield, so mark your dates for this special one ... a celebration of the IAD's 100 years.

One of the other conferences that I attended was the Deaf Seniors of America (DSA) hosted by the New England Deaf Seniors May 20-25 in Boston, Mass. This trip was a two-fold benefit to me. First, I returned to my New England roots, as I was born and raised in

Massachusetts, and second, I was able to observe the latest telecommunications technology at the workshops and exhibits.

Another new "previewed" product coming soon is the "Pocket Comm" that is

being advertised as the smallest TTY and can be used as a VCO phone working with cell phones, cordless phones, etc. This will also benefit the deaf using this mini- TTY with the compatible cell phones. I also had the opportunity to mingle with people who are pre-baby boomers and learned how they adapt to new technology in the field of telecommunications and computers as well.

And last, but not least, I attended Access Chicago at the Navy Pier on July 16. It's one of the largest expos focusing on disabilities and accessibility. Every year there has been a section set aside with all of the deaf and hard of hearing exhibits together, so that people who are deaf or hard of hearing have a chance to get together and socialize a bit while gathering whatever "new" information is available.

There are a number of conferences for, of, and by the deaf and hard of hearing during the summer months including ALDA, AADB, RID, TDI, etc. You can visit their web-sites for further information.

So, whether you go conference hopping, or just bum out at the beach, or fight the elements on campgrounds, go fishing or golfing, have a great summer and see you in the Fall!



Miss Deaf Illinois, Jessica Burke with Miss CICIL, Bonnie Wilds of Peoria and Miss STIHL, Heather Kuse, of Heyworth.

Alan Post continued

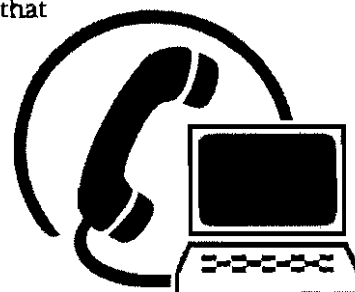
He is glad to be back in the Springfield area to encourage ITAC and ITAP to provide assistance beyond the TTY to the community of deaf and hard of hearing people. This includes, but is not limited to, amplifiers and special headsets for the use of the "plain old" telephone system. The Commerce Commission's new proposed ITAP rules should allow such assistance to be provided soon, whenever those rules are made effective.

Welcome aboard, Alan.



Spanish Video Relay (VRS) Users Hours Extended

CSD has announced that they are now offering Spanish VRS from 12-8 CST, Monday through Friday, effective June 3, 2003.



Illinois Receives Five Year Recertification for TRS

On May 1, 2003, the FCC granted Illinois recertification for relay service for an additional five years. In part, the FCC order noted:

1. The TRS program of the State of Illinois meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. SS 64.604;
2. The state's program makes available adequate procedures and remedies for enforcing the requirements of the state program; and,
3. The state's program in no way conflicts with federal law.

The certification shall remain in effect for a five-year period beginning July 26, 2003 and ending July 25, 2008.

You Have a Right to Effective Communication - It's the Law!

Did you know that you have a right to request a qualified sign language interpreter when in contact with:

- Police, Court, and Law Enforcement Officials, including during times of arrest or apprehension.
- Hospitals, Doctors and other Community Service Providers
- Public Accommodations (e.g. hotels, businesses, attorneys)
- Government Services (Federal, State and Local)

Contact your nearest Center for Independent Living and ask if they can provide you with a list of qualified interpreters in your area and keep their telephone numbers handy.

Springfield Rifles Give Kids a Shot at the Great American Past Time!

Recently retired Hall of Fame baseball coach from Lincoln Land Community College, Claude J. Kracik, conducted the Sertoma-Springfield Rifles Baseball Fantasy Camp that was held in Springfield from June 4 through 6, 2003.

ITAC has sponsored the annual fantasy camp, which helps children who are deaf and hard of hearing learn and improve their baseball skills, for the last four years. ITAC provided goodie bags for the campers, as well as interpreters for the three-day event.



Kids get tips from the Pros at Fantasy Baseball Camp

ICC Grants Order in ITAC's Petition to Reduce Line Charge

Remaining one of the lowest in the nation, ITAC petitioned and the ICC granted a two-cent reduction in the line charge from 10 cents per subscriber line to 8 cents, in Docket No. 03- 0213.

The line charge is the mechanism that funds the Equipment Distribution Program and Telecommunications Relay Service. Both programs, mandated by law, are managed by ITAC on behalf of telephone companies in Illinois. The new rate was effective June 1, 2003.

ITAC DISTRIBUTION CENTERS

CHICAGO HEARING
SOCIETY
2001 N. Clybourn, 2nd Floor
Chicago, IL 60614
773-248-9121, ext. 320 VOICE
773-248-9174 TTY
773-248-9176 FAX

CENTRAL ILLINOIS CIL
614 W. Glen
Peoria, IL 61614
309-682-3500 VOICE
309-682-3567 TTY
309-682-3989 FAX

FOX RIVER VALLEY CIL
730-B W. Chicago St.
Elgin, IL 60123
847-695-5818 VOICE/TTY
847-695-5892 FAX
Aurora Office (FRVCIL)
630-264-4349 V/TTY

ILLINOIS/IOWA CIL
3708 11th Street
Rock Island, IL 61204
309-793-0090 VOICE/TTY
309-283-0097 FAX

IMPACT CIL
2735 E. Broadway
Alton, IL 62002
618-462-1411 VOICE
888-616-4261 VOICE
618-474-5333 TTY
618-474-5309 FAX

JACKSONVILLE
COMMUNITY CENTER FOR
THE DEAF
907 W. Superior St.
Jacksonville, IL 62650
800-468-9211 VOICE/TTY
217-243-4052 FAX

LAKE CO. CIL
377 N. Seymour Ave.
Mundelein, IL 60060
847-949-4440 VOICE/TTY
847-949-4445 FAX

CITY OF CHICAGO
MAYOR'S OFFICE FOR
PEOPLE W/ DISABILITIES
City Hall, Room 1104
121 N. LaSalle St.
Chicago, IL 60602
312-744-7050 VOICE
312-744-4780 TTY
312-744-3314 FAX

OPPORTUNITIES FOR
ACCESS
4206 Williamson Place, Suite 3
Mt. Vernon, IL 62864
618-244-9212 VOICE/TTY
618-244-9310 FAX
618-244-9575 TTY

OPTIONS CIL
22 Heritage Dr., Ste. 107
Bourbonnais, IL 60914
815-936-0100 VOICE
815-936-0132 TTY
815-936-0117 FAX

PAGE
1317 E. Florida, Suite 27
Sunnycrest Mall
Urbana, IL 61801
217-344-5433 VOICE
217-344-5024 TTY
217-344-2414 FAX

PROGRESS CENTER FOR
INDEPENDENT LIVING
7521 Madison
Forest Park, IL 60130
708-209-1500 VOICE
708-209-1826 TTY
708-209-1735 FAX

RAMP
202 Market Street
Rockford, IL 61107
815-968-7467 VOICE
815-968-2401 TTY
815-968-7612 FAX

SCHAUMBURG TOWNSHIP
1 Illinois Blvd.
Hoffman Estates, IL 60194
847-884-0030 VOICE
847-884-1560 TTY
847-884-0039 FAX

SOUTHERN ILLINOIS CIL
P.O. Box 627
100 N. Glenview
Carbondale, IL 62903-0627
618-457-3318 VOICE/TTY
618-549-0132 FAX

SPRINGFIELD CIL
426 W. Jefferson
Springfield, IL 62702
217-523-2587 VOICE
217-523-6304 TTY
217-523-0427 FAX

WEST CENTRAL ILLINOIS
CENTER FOR INDEPEN-
DENT LIVING
131 North 4th
Quincy, IL 62306
217-223-0400 VOICE
217-223-0475 TTY
217-223-0479 FAX

INFORMATION

Bill Stricklen, Sprint
Illinois Relay Account Manager
Phone: 877-698-5520 TTY
E-Mail:
william.k.stricklen@mail.sprint.com

Illinois Relay

800-526-0844 TTY Users
800-526-0857 Voice Users
800-501-0864 TTY Spanish
800-501-0865 Voice Spanish
877-526-6680 ASCII
877-526-6690 Speech/Speech
877-826-1130 VCO Users
877-526-6670 Telebraille Users

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Springfield, Illinois 62704
ITAC





ITAC COMMUNICATOR

The Newsletter of the Illinois Telecommunications Access Corporation

Winter 2005

The Times They are a Changin'

Good Things Come to Those Who Wait Amplified Phones Now Available through ITAC

Yes indeed! Good things do eventually come, and ITAC has waited for several years to offer amplified telephones to people of Illinois who are Hard of Hearing.

In accordance with the revisions to the rule that governs ITAC's equipment program, ITAC began distributing amplified telephones through a voucher program in September. ITAC, with input from a committee of people who are Hard of Hearing and possess several years of experience providing professional and volunteer services working with deaf and hard of hearing programs, assisted in selecting four different models of amplified phones to offer through a new voucher program.

To qualify for an amplified telephone, a person must be certified by a physician, audiologist, or a Rehabilitation Counselor for the Deaf as being Hard of Hearing and unable to use a standard telephone, live in

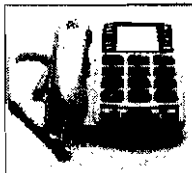
the State of Illinois, and have working land-line telephone service in their residence.

Unlike the loan program, the amplified telephone offered through ITAC's voucher program becomes the property of the consumer, not ITAC, and a person will be eligible to receive a new voucher every four years.

Dovetailing the new equipment with the 17 distribution centers throughout Illinois that currently offer TTY training, these centers will now be called "Selection Centers". ITAC **strongly encourages** a person who qualifies for an amplified telephone to call and visit one of the selection centers and make a live call on each of the phones before making a selection.

The phones currently offered include the Williams Sound Teletalker, The Ameriphone Dialogue XL40, The Ameriphone Dialogue XL50, and the ClearSounds Freedom Phone.

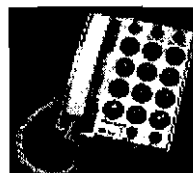
Ameriphone
XL40
Amplified
Phone



Ameriphone
XL50
Amplified
Phone



Williams
Sound
Teletalker
Amplified
Phone



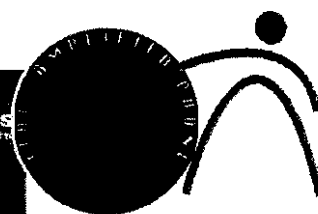
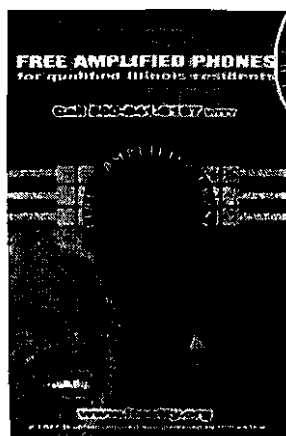
ClearSounds
40XLC
Amplified
Phone



It's all New and It's ALL Good!

If you have been anywhere near the ITAC office within the past five months, you have been energized by staff's burst into action to add amplified telephones to its equipment line-up.

Newly designed Logos, Applications, Equipment Vouchers, posters, and magnets were merely a few of the ideas and items being developed until achieving the final, finished



products.

The conference room was transformed into a scene reminiscent of Santa's workshop, where 17 carts that would hold the four amplified phones were being assembled, complete with surge protectors, telephone cords, adapters, and even baskets for forms to provide Centers with a self contained demonstration unit, as well as provide customers with quick and easy testing of each phone! Once completed and a thorough inspection confirmed that the phones, lines, plugs, manuals and forms were uniformly secured on every cart, staff loaded vehicles


continued on page 2

and delivered a cart to each of the 17 selection centers throughout Illinois.

ITAC's executive director, Trudy Snell, summed it all up, "We feel like new parents! We have waited a long time to implement this program and we wasted no time once the ICC approved the Order *(to allow ITAC to distribute amplified phones)* in getting the phones out to our 17 selection centers. An even bigger challenge, we assembled 400 counter display boxes and filled each of them with the new amplified phone poster, magnets, business cards, a rolodex card for directors, and shipped them, along with a letter explaining our Equipment Program, to all of the 340 Senior Centers in Illinois. It has been an extremely busy time for us, but well worth the effort. People who are Hard of Hearing have not been well served through the TTY only program and we are proud of this accomplishment."

Snell added, "We need to recognize and give a huge thank you to the ITAP Advisory Council, the ITAC Board of Directors, and those who served on the Equipment Review Committee. We could not have accomplished our goal without their support."

ITAC issued the first amplified phone on September 29, 2004. As of November 30, ITAC had distributed 180 amplified phones through its new program.

What's Next? On October 28, ITAC filed amendments to ITAC's Tariff with the ICC to allow for a TTY and Signalers to be added to ITAC's Voucher Program. ITAC plans to phase the 8000 TTYs currently distributed through its loan program into a voucher program over a 4-year period. 

CapTel Tips

With most products that introduce a new type of technology, there is a period of adjustment. The CapTel phone is no exception.

Similar to the differences one might experience between using a traditional telephone and a cell phone, users may notice that things work a bit differently with the CapTel phone. Understanding some of the quirks they may experience, and knowing their solutions, will help CapTel users enjoy their new phone.

The manufacturer offers these tips:

Quirk: User hears their own voice echoing.

Solution:

1. Try holding the handset mouthpiece slightly away from face and mouth.
2. Make sure you have a good seal with the phone handset pressed closely to your ear.
3. Sometimes there are conditions that occur on a telephone network that can cause an echo on the line.

Example: The CapTel handset mouthpiece may "pick up" the amplified sounds coming out of the handset's own earpiece. This sometimes causes an echo effect.

Quirk: The person talking to a CapTel User says they hear their own voice echoing.

Solution:

1. Hold the handset earpiece closer to the ear.

Quirk: Person talking to CapTel Users hears "Please hold, your call is being reconnected."

Solution:

1. The CapTel phone uses a data modem connection to transmit both voice and captions over the phone line. Occasionally, the connection between the CapTel and the captioning service may be disrupted by noise interference on the phone line, a Call Waiting signal, or when another extension of the same line is picked up. When this happens, the CapTel will automatically attempt to reestablish its data connection to the captioning service. *Typically, the CapTel will reestablish the connection within a few seconds* without either party having to hang up the phone and redial the call.

"CapTel User Adds Comic touch to USEFUL Hints"

One of ITAC's more experienced CapTel users has added a bit of humor to some of his CapTel experiences, and doesn't hesitate to let us know that sometimes the CapTel user can make mistakes. He has taken the time to offer some solutions that he has graciously allowed us to share with you.

When agreeing to let his comments appear, he has also permitted us to arrange the content as we see fit. As he put it, "Build your ark". In this case, the most telling aspect of his CapTel experience was the last paragraph of his e-mail, which,

continued on page 3

in this case, will appear as the first.

For our purposes, we will identify him only as as "Mr. Guru", shortened to "Mr. G."

Mr. G writes, "As you can see by the great length that resulted in this message, the emotional impact of *CapTel* has been huge. It is opening personal and business doors I had thought were closed forever. I don't have large amounts of free time, so I had better send a copy of this to ITAC to share with *CapTel*. Possibly, somebody might benefit sooner rather than later."

Retrieving Voice Messages

"One (problem users may have) is not listening to the message first, if one has enough hearing to do so. If you don't, you sometimes see the caption "speaker too soft" on the screen. Other's messages are blastically loud and could be painful or damaging to the captioner if he or she has no mechanism to react quickly or at least they might miss portions of the message as they react to the sound.

By the way, captioners sometimes caption "background noise" that apparently interferes with their hearing my caller." This is useful, says Mr. G, "since I don't usually hear the background noise. I can mention it to the caller and he leaves the noisy area or turns off the offending machine."

Mr. G. also recommends trying different captioners, "There are differences in the quality of captioners. I notice that there are different numbers at the start of each message and I assume that each captioner has a number. The quality difference is not something that can be put in the *CapTel* handbook. You don't start a new service by saying that mistakes might be made."


"Besides", captioning can be difficult," and, he adds with typical humor, "We have a lot of ethnic and regional dialects spoken in the Chicago area and some people just speak poorly no matter where they are from."

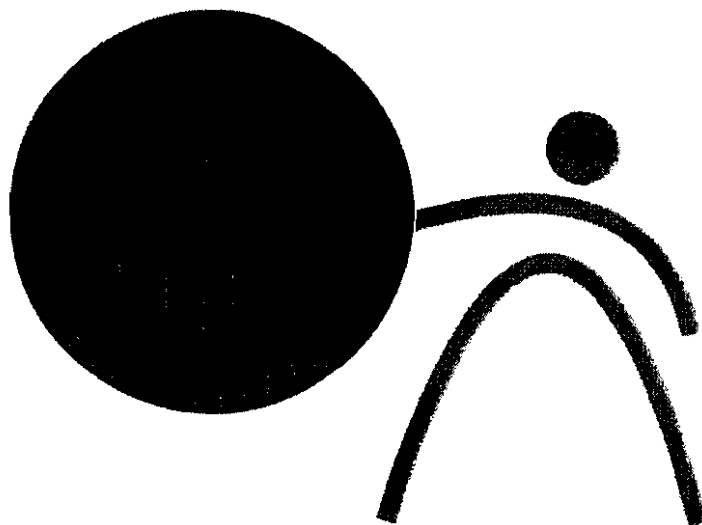
He continues to explain his "best" and most extreme example of conversations he had some 20 years ago with a manager that he just couldn't understand on the telephone. On one occasion, he said, "I fibbed and told him I had an appointment close to him. One would have thought his name was "What?" because that is what all his co-workers and subordinates said to him whenever he spoke."

When Mr. G dropped in to see the manager, the mystery was solved. As Mr. G described, the manager had several things going for him that day, in addition to his missing front teeth, "...He spoke while practically choking on a Tony Soprano size cigar. The other part of his mouth was used as a chute for caramel corn; and the phone receiver was nowhere near his mouth to allow for the cigar and the caramel corn. Anyway," Mr. G suggests, "(*CapTel*) users should not give up if they have a few bad captioning experiences. "Tell the caller you will call back in a minute and this gets you a different captioner...or, tell them to put their teeth in."

Mr. G noted that another important user error is improper phone placement when using *CapTel* to transcribe an answering machine message. With the *CapTel* handset hung up, press the *CapTel* menu button until Caption External Answering Machine Messages is displayed. Press the button next to OK. Pick up the *CapTel* handset and place the handset mouth piece next to the answering machine speaker close enough to "hear" the voice messages as they are played aloud. In this mode, *CapTel* will automatically dial the captioning service. Watch the display to see when a connection is established. Start playing the voice messages aloud on your external answering machine. Watch the *CapTel* display to see captions of the voice messages.

In addition, Mr. G suggests that even those with no hearing may ask a hearing person to evaluate background noises in the room such as pets, fans, refrigerator motors, televisions, outdoor noises and air conditioners.

Thank you, Mr. Guru, your comments are always helpful and the time you take to inject them with amusing antidotes works...you catch more flies with honey than vinegar. Keep it up! 



Attention CapTel Users: Sprint Offers Enhanced CapTel Service

As part of its continuing effort to bring you *CapTel* Service, Sprint is offering an enhanced feature: Two-line *CapTel* ("2LCT") service. Two-line *CapTel* provides additional benefits for people who install their phone with two telephone lines. Instead of handling both voice and captions on one line, one phone line handles the voice communications between the *CapTel* user and the other party. The second phone line will link you directly to the *CapTel* Captioning Service.

Advantages of Two-line (2LCT)

With Two-Line *CapTel* ...

- You receive captions automatically on incoming calls. The caller dials you directly - no 800 number first!
- Captions can be turned on or off at any time during a call!
- Other standard phones in the household can be used to allow other family members to join the call!
- All call types you may have selected from your local telephone provider are possible - examples include, automatic call back, call waiting, etc.

How to Sign up for Two-Line - It's simple!

- Purchase (or verify that you already have) a second phone line through your local phone provider.
- Send a completed 2LCT sign up sheet to:
Pam Holmes at *CapTel* Customer Service
450 Science Drive, Madison, WI 53711
(service@ultratec.com)
- *CapTel* Customer Service will update your phone and contact you to confirm your *CapTel* phone is 2-Line enabled.

If you need assistance with the *CapTel* phone, please contact *CapTel* Customer Service at 1-888-269-7477 Voice/*CapTel* or 1-800-482-2424 TTY. You may also contact your Sprint Account Manager, Emma Danielson at 1-877-698-5520 (TTY). ☎

"Seconds Count and Save Lives" How can you help?

At the October 6, 2004 conference of emergency response agencies, jointly sponsored by the Illinois Commerce Commission, emergency response call takers from police departments and 911 centers throughout the state, participants voiced their concerns to ITAC assistant director, Patty Kress, about their need to quickly identify the location of emergency calls from people who use TTYs, *CapTel* and VCO phones. Kress explained that information about people who receive equipment from the ITAC program is confidential and offered to explain the PSAPs' suggestions in the ITAC newsletter.

In recent correspondence to Kress, Mr. Jason Kern, a Communications Training Officer from the Highland Park Police Department explained his concerns, "As a training officer and a line telecommunicator for 12 years, I feel that it is extremely important for PSAPs (Public Service Answering Points) to be aware of special needs and circumstances in the community(s) they serve. Many agencies now use Computer Aided Dispatch (CAD) systems that allow cautions or notes to be attached to an address. I feel that residents who utilize TTY, VCO or other assistive telecommunication devices would benefit by notifying their local PSAP of their situation."

When Kress asked the group how many *CapTel*, TTY or VCO calls their 911 centers receive in a typical month, many said that while they do receive frequent TTY calls, very few, especially those serving rural areas, receive more than one, if any, VCO calls each year. Their concern? The emergency response personnel need to be able to recognize all types of emergency calls, even in cases where they only receive a handful a year. You can help by notifying your local PSAP of your communication needs before an emergency arises.

As Kern further explained, "If a PSAP is able to add a notation to the address, this could enhance the service provided to the resident and increase the knowledge of the call takers, telecommunicators, police, fire and emergency response units. Many in the industry say that seconds count and save lives," and he added, "I would urge individuals to take a moment of their day to write a letter or call their local PSAP and inform them (if you use a TTY, *CapTel* or any other type of assistive telecommunication device)."

Local PSAP information is available through your community police or fire district. Give them a call to find out what you can do to help them to achieve their goal to continue improving service to your community. ☎

Meet Emma Danielson, Sprint's Illinois Account Manager

Please join ITAC in welcoming the recently appointed Illinois Account Manager for Sprint Relay, Emma Danielson.

While talking with her at ITAC's 2004 Spring Training, where she provided hands on demonstrations of Video Relay Service, Danielson explained, "My role is to build relationships with the community and to provide information and insights on Illinois Relay. I enjoy working closely with ITAC to ensure that we are maximizing ways to reach out to the community."

Taking charge of her new role, Danielson and ITAC's Outreach Manager have attended several conferences, disability awareness events, and education fairs where they gave joint presentations and demonstrations about relay features and ITAC programs.

Deaf since birth, Danielson attended American School for the Deaf in Connecticut during her prekindergarten years. Her family moved to a town near Philadelphia where she entered a mainstream program at the local elementary school. After graduating from high school in 1984, Danielson attended Bloomsburg University in central Pennsylvania before transferring to Pennsylvania State University her junior year.

In its company biography, Sprint explained Danielson's development in the human resources and relay arenas.

"A graduate of Pennsylvania State University with a degree in Business Management, (Danielson) began her career as an outreach manager for AT&T Relay in Virginia

in 1991. Two years later, Danielson transferred to an AT&T call center to serve as a manager of TRS communication assistant training and customer feedback processes. In early 1994, she returned to outreach in New Jersey and Delaware. Danielson capped her AT&T Relay stint as an account manager for Pennsylvania, Delaware and Vermont. With an interest in branching out at AT&T, Danielson joined the Human Resources division, managing employee trend surveys, executive education programs, and overseeing the college internship program for the company's largest business division. During that time, Danielson earned a Human Resources Certification at Rutgers University. As a part of a large workforce reduction of HR, Danielson was laid off in 2001.

She moved on to training and project management roles at two New Jersey-based nonprofit organizations that serve primarily deaf and hard of hearing individuals. In her last job before joining the Sprint TRS team, she was a case manager at Barnert Hospital in Paterson, New Jersey, managing multiple-discipline teams to ensure effective patient transition from the hospital setting."

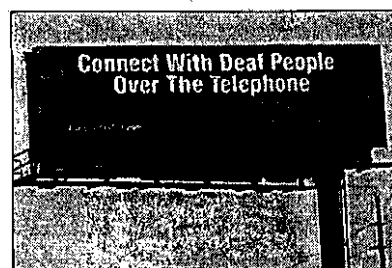
Danielson said that she welcomes the opportunity to discuss any ideas or concerns about Illinois Relay and is available to attend conferences or provide in service demonstrations. She can be reached by e-mail at emma.danielson@mail.sprint.com, by phone at 877.698.5520 TTY, 217.698.4031 Voice, or by fax at 217.698.3853.

Along with her husband and 4-year-old daughter, Danielson now makes her home in Springfield, Illinois. ☺

BILLBOARD WATCH

ITAC's 711 Billboards are on the road again. If you get a chance, check them out at the following locations:

Between Chicago and Rockford	I-90, 17.5 miles East of US 20 Exit
Peoria	4000 feet East of Adams Street
Bloomington	I-55, 3 miles South of Lexington
Champaign	I-57, 2.7 miles South of Exit 229
Decatur	I-72, 3 miles west of Illinois
Effingham	I-57, North West/South mile marker 165
Mattoon/Charleston	I-57, 3.5 miles South of US 45



Local Athlete to Compete in Deaflympic Games

Springfield's Jerry Clark will compete in the Deaflympic Games being held in Melbourne, Australia in January of 2005. His rise to Olympics status was highlighted in the following State Journal-Register, June 10, 2004 news article that ITAC has received permission to reprint.

"Serving notice" – Loss of hearing no match for local volleyball player

By Steve Schmidt
Staff Writer

Jerry Clark has to raise several thousand dollars to make his Olympic dream a reality.

Compared to the other obstacles Clark has faced during his life, getting a couple of grand should be a cinch.

Clark, a Springfield resident, is deaf to all intents and purposes. With the assistance of a hearing aid in his left ear, he can pick up conversations from a few feet away. Without it, he hears nothing.

Oh yeah, Clark also is a really good volleyball player. So good that he'll be the only athlete from central Illinois going to Melbourne, Australia, for the Deaflympic Games held Jan. 5-16. He will be part of a contingent of 3,500 athletes and officials from 85 countries competing for 180 medals in 15 different sports.

"It's going to be a unique experience for me," says Clark, a 6-foot-3 middle and outside hitter.

Like every Olympic athlete, Clark has taken quite a path to get to international competition, but his journey may be one of the longest, starting at birth.

His mother had the measles when she was pregnant, leading to congenital nerve damage and eventually significant hearing loss. At first doctors thought Clark was autistic, but after several hearing tests they determined he had dramatic hearing loss. Clark was given a hearing aid when he was 5 years old, and his most important training began: learning to hear.

"It's a pretty remarkable road that I've taken," Clark says.

Clark attended Illinois School for the Deaf in Jacksonville for three years before his mother decided to

enroll him, at the age of 8, in the elementary school near his childhood home in Galesburg.

In addition to attending regular classes, where he sat in the front of the classroom, Clark took speech pathology classes and other language training courses.

By the time he reached junior high he could listen and talk at a fluent level. During the same time, he made the honor roll.

"I had to work really hard - probably three times as hard as regular students - to get where I wanted -to be," Clark says. "I was really persistent to get to that level."

Clark has been playing competitive volleyball for 10 years, but it wasn't until 2001 that he knew that deaf volleyball existed. Some friends from Chicago told him about a club composed of deaf players. He also learned about the Deaflympics, but it was too late to enter the 2001 event in Rome.

As a member of the Illinois Thunder in 2002, Clark says his proudest accomplishment was earning MVP honors at the 2002 National Deaf Tournament in Salt Lake City.

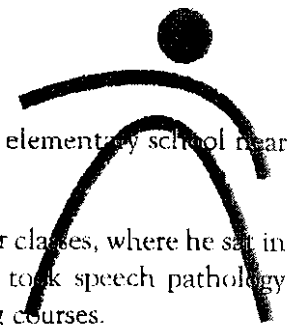
Although years of practice and games surely have helped, he credits seven specific people from the Springfield area for helping his game the most: Mike Cavanaugh, Chris Nickelly, Julie Manker, Rich Hortberg, Rebecca Rotello, Eva Becker and Pat Powers.

"Without them I wouldn't be the player I am today," Clark says.

Cavanaugh, an assistant volleyball coach at Sacred Heart-Griffin High School, has known Clark for about seven years through various city leagues. He says Clark is always in a good mood, wearing a smile and looking to improve his skills such as working on his jump serve.

"He's always searching to get better, and now that he has this opportunity he's always trying to get better," Cavanaugh says. "When he does go (to compete) we want the coaches to notice him."

Hortberg, a Springfield resident, has played with Clark



continued from page 6

and Cavanaugh in various volleyball leagues throughout the city for the past five years. He says Clark is a happy and outgoing individual with a knack for the game.

"He certainly always had a raw talent and has consistently improved to become a better player," Hortberg says.

Clark plays for fun only at the Four Seasons Recreation on weekday nights. When he travels to the United States Olympic Training Center in Colorado Springs, Colo., for training or to Melbourne for the games, he'll be all business.

"It's quite an honor because I had to try out twice to prove that I was in the elite status," Clark says.

The first tryout for the 10-member national squad was held in May of 2003. A second tryout took place in February of this year. Clark received a congratulatory letter in March and last May attended a weeklong training session at the USOC complex to practice and train.

It might be hard to imagine playing or watching sports with a mute button on at all times, but for deaf athletes it's as routine as a grounder to a second baseman.

Taking the sound out of the fury of the game require considerable adjustments for Clark and fellow athletes. Although Clark can hear somewhat with his hearing aid, he will have to take it off during the Games to put all participants on a (decimal) level playing field.

Instead of shouting "I got it!" or calling out opponent's jersey numbers Clark said his team relies on a variety of arm and hand signals and other gestures to communicate.

But any of the communications problems on the court are nothing compared to the daily frustration of dealing with the hearing world.

"The biggest difficulty is getting people to understand deafness," Clark says. "The biggest obstacle for me was trying to adapt to the hearing culture. Not many people understand what it's like to be a deaf person. I do whatever I can to make the situation more comfortable and let them know what they should do if they come to talk to me."

Clark and teammates leave for Australia in late December for extensive training before the actual games, but before he jumps on a plane and prepares for an 18-hour flight, he must do his best to raise \$4,500 to cover expenses.

COMMUNICATOR

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3001 Montvale Dr., Suite D
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If you have any comments or suggestions concerning this newsletter please write to us at the above address or call

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The Illinois Telecommunications Access Corporation is a
not-for-profit organization serving Deaf, hard of hearing, speech
disabled and deaf blind people of Illinois.

To read the newsletter on the Internet
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www.itac.org
www.illinoisdeaf711.com



Steve Schmidt can be reached at 788-1545 or
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Editor's Note: With the help of ITAC and friends throughout Springfield and surrounding Communities, Clark met his goal and was able to cover his expenses. ITAC wishes the best of luck to Clark and his teammates and thanks the SJ-R and Steve Schmidt for permission to reprint their article.

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773-248-9176 FAX

CENTRAL ILLINOIS CIL
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309-682-3989 FAX

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309-283-0097 FAX

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888-616-4261 VOICE
618-474-5333 TTY
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Mundelein, IL 60060
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847-949-4445 FAX

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PEOPLE W/ DISABILITIES
City Hall, Room 1104
121 N. LaSalle St.
Chicago, IL 60602
312-744-7050 VOICE
312-744-4780 TTY
312-744-3314 FAX

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4206 Williamson Place, Suite 3
Mt. Vernon, IL 62864
618-244-9212 VOICE/TTY
618-244-9310 FAX
618-244-9575 TTY

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22 Heritage Dr., Ste. 107
Bourbonnais, IL 60914
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815-936-0132 TTY
815-936-0117 FAX

PACE
1317 E. Florida, Suite 27
Sunnycrest Mall
Urbana, IL 61801
217-344-5433 VOICE
217-344-5024 TTY
217-344-2414 FAX

PROGRESS CENTER FOR
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708-209-1735 FAX

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202 Market Street
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815-968-2401 TTY
815-968-7612 FAX

SCHAUMBURG TOWNSHIP
1 Illinois Blvd.
Hoffman Estates, IL 60194
847-884-0030 VOICE
847-884-1560 TTY
847-884-0039 FAX

SOUTHERN ILLINOIS CIL
2135 West Ramada Lane
Carbondale, IL 62901
618-457-3318 VOICE/TTY
618-549-0132 FAX

SPRINGFIELD CIL
426 W. Jefferson
Springfield, IL 62702
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217-523-6304 TTY
217-523-0427 FAX

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LIVING
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emma.danielson@mail.sprint.com

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800-501-0865	Voice Spanish
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Can a Telephone Really Change Someone's Life?



Can a Telephone Really Change Someone's Life?

Most of us take the telephone for granted. We don't think of it as a luxury. Usually, it's just there ... nothing special ... it rings, we answer, chat and hang up.

For others, however, being able to use the telephone gives them a whole new freedom. Read on. The following excerpts are from actual letters ITAC has received.



"Dear ITAC. My husband's Ameriphone arrived Friday and we were able to get it assembled with no problem. It is really a 'gift from heaven!' For the first time in five years, he was able to speak with our son without half the conversation being muffled. He is so pleased with the phone and he has enjoyed speaking with friends ever since it arrived. Thank all of you at ITAC for giving him back so much pleasure which he has sorely missed. Sincerely, A.R."

"Thank you for the Amplified phone, now I can make my own appointments and can hear very well, it's so clear. Thank you so much!! Sincerely, R.M."

The same goes for TTYs:

"Just a little note to say Thank You (to you) and everyone whom has opened their hearts to we deaf customers for our Brand New Text Telephone. Really, without you, who would have done this for we deaf people here in Illinois? I hope others will kindly write and say Thank You as well, otherwise, I'm saying this for them. Love, J.K."

A telephone not only can change lives, it's an absolute necessity in today's world.

Not in the TTY Voucher Program Yet? Have we got a deal for YOU!

Do you already have an old TTY from ITAC's Loan Program? If your answer is "Yes", then you too may benefit from the new Voucher Program.

You may keep the old TTY that you have from the ITAC Loan Program at NO CHARGE. And, ITAC will send you the new free TTY from the Voucher Program also at no

- ITAC's Voucher Program offers you the chance to receive another NEW piece of free equipment every FOUR YEARS and keep the one that you already have.

- Equipment in the voucher program is shipped directly to you from the Vendor and comes with the Vendor's warranty. You OWN the equipment and will contact the

Standard Phone Service Required for ITAC Equipment

It's the Rule

In bold letters at the top of ITAC's Application for Equipment, you will see the Basic Requirements to qualify. One of the requirements, Standard Phone Service in Applicant's Residence (Cellular, Internet Based, Wireless and VOIP Services are NOT Eligible), has prompted a flurry of questions to the ITAC office.

"Why do I have to have a standard phone service? We got rid of it and only use our cell phones and computer" is a question and statement that ITAC staff say they hear often.

Local Exchange Carriers established ITAC, as directed by Illinois law, to provide free telecommunications equipment to people in Illinois who have a hearing or speech disability. Did you know that only the Local Exchange Carriers (LECs), those companies that provide standard land-line phone service, collect from their customers to pay for ITAC's free equipment program and Relay Service?

There are other reasons why standard phone service is required. First, the equipment that ITAC provides does not work with cellular and VoIP lines are not necessarily compatible and may damage ITAC's equipment. Second, Cellular, VoIP and Wireless providers do not pay for ITAC's programs. And, last, there's the law ... The Rule that governs the ITAC program says that to receive equipment, a person must have working land-line telephone service in their home.

The bottom line is, the people who pay for the program are the people who are eligible for the program. It's only fair. So if you're thinking about getting rid of your old standard phone service, you might want to give it a little bit more thought.

Psssst ... pass the word!

The number of people who have taken advantage of ITAC's new free amplified phone and TTY voucher programs is exciting! ITAC staff receives much positive feedback from people who have the new equipment. "That's gratifying, of course, but this program belongs to everyone who pays for it through our monthly phone charges." So, ITAC staff says, "Help us pass the word."

If you have a neighbor, friend, or family member who needs an amplified phone or TTY, tell them about ITAC! How about your local veteran's groups, senior centers, places of worship, or other community groups - do they have members who could use an amplified phone? Do they know about ITAC? Would these groups like an article or information about the free equipment program to print in their Newsletters or Bulletins? If so, ask them to have some-

Tips from the Tech

Do you have a TTY or amplified phone that you own through ITAC's voucher program that suddenly quit working? Before you throw in the towel, try a few easy steps that just may do the trick to put you back in business:

1. Check the power source connection to make sure it is secure at both the phone and wall outlet.
2. Check the phone line to make sure it is secure at both the phone and wall outlet.
3. Unplug the adapter from the phone or TTY and the wall outlet.
4. Unplug the phone cord from its wall outlet.
5. Plug the adapter back into the phone or TTY and wall outlet.
6. Plug the phone cord back into the wall.

If these steps don't fix the problem then you will need to call the vendor for assistance.

If you have an amplified phone call: Teltex at 1.888.515.8120
If you have an Ultratec 4425 TTY call: Ultratec at 1.800.482.2424



ATTENTION CAPTEL USERS

Are You Using Your CapTel Phone?

When ITAC began distributing the CapTel phone, amplified phones were not available through ITAC's free equipment program. Perhaps you received the CapTel phone, got it home, hooked it up to your phone line and decided that you really didn't need or couldn't use captioning after all. Now, the CapTel sits on a table collecting dust or has been put back into the box and shoved into a closet somewhere. Sound familiar? If so, then one of ITAC's amplified phones may be a better choice for you. And, the amplification in all of the amplified phones that ITAC distributes is superior to the amplification in the CapTel phone. Or, maybe you decided that what you really need is a TTY. Whatever the case, you are not stuck with the CapTel if you cannot use it.

Remember, the CapTel is in the ITAC Loan Program, which means that you must return it to ITAC before an amplified phone or TTY may be issued.

So, if you think that you may benefit from a different piece of equipment, and want to return the CapTel, call ITAC. Someone will be happy to help you with the return and arrange for you to test and receive an amplified phone or TTY.

Register your preferred long distance provider with CapTel

The Federal Communications Commission (FCC) requires that any long distance charges associated with relay service phone calls, including CapTel calls, must be billed to the caller.

If you make a long distance call on your CapTel phone, or if someone is calling you long distance to your CapTel phone, the long distance charges will be billed to your (or the callers) local phone number.

CapTel has no way of knowing the long distance company that you have chosen. Therefore, you must contact CapTel Customer Service to indicate which long distance company should be billed. Anyone who makes a long distance call to your CapTel phone must also

register their long distance with CapTel Customer Service, so be sure and tell them.

Most likely, the package you have with your carrier includes reduced cost long distance, so register today. Take a few minutes and give CapTel a call at: 1.888.269.7477 or register through its website at www.captionedtelephone.com.

A Short Trip North Boosts ITAC Customer Service

In October, four ITAC staff members hit the trail North to Madison, Wisconsin, for an intensive two-day CapTel training. Bettie Johnson, Paula McClure, Patty Kress and Eric Pennell attended the training conducted by CapTel staff specifically for ITAC. The group visited the call center, the manufacturing facility, and participated in interactive presentations with CapTel customer service reps, engineers, and management.

The goal was to gain greater knowledge and a better understanding of the equipment and overall service in order to respond to CapTel customer calls and improve troubleshooting skills. "Wow! We were impressed. The customer service, technical, and management staff work together like a well-oiled machine with a big heart. We learned a lot!" was the typical feedback with all staff rating it time well spent on an educational and positive experience.

Keep Current with CapTel's Newsletter

Want to stay up to date with the latest tips about the CapTel? Sign up for its newsletter! Sprint Relay and CapTel offer the newsletter free. If you are interested, visit the CapTel website and sign up for it to be sent to your e-mail address or to your home. If you do not have access to the Internet, you may call CapTel Customer Service at 1.888.269.7477 or call Illinois' Sprint Relay Account Manager, Emma Danielson, at 1.877.698.5520 TTY and ask that the newsletter be mailed to you.

ITAC Dots the Landscape throughout Illinois!

Test Equipment available in thirty-five locations.

Did you know that ITAC now has 35 Selection Centers throughout Illinois where a person can visit and test equipment? That is more locations than any other equipment program in the country!

ITAC Selection Centers have grown to include a mix of CILS, township offices and Senior Centers, among others. While Senior Centers are a new venue for ITAC, staff at those agencies are proving to be enthusiastic additions to the ITAC family. Trudy Snell, ITAC's executive director, sums it up, "We are delighted to be partnering with dedicated staff at all of our centers throughout the State who are excited about putting the equipment into the hands of people in their communities."

If you or someone you know has a question about equipment, eligibility, or how to apply, call the Selection Center in your area and someone will be happy to assist you.

Information about all the centers is listed in this below:

Alton, IL 62002
IMPACT CIL
2735 E. Broadway
618-482-1411 V/TTY

Belvidere, IL 61008
RAMP (Boone County)
530 S. State Street,
Suite 103
815-544-8404 V/TTY

Bloomington, IL 61704
LIFE-CIL
2201 Eastland Drive,
Suite 1
309-683-5433 V/TTY

Bourbonnais, IL 60914
OPTIONS CIL
22 Heritage Drive,
Suite 107
815-936-0100 Voice

Carbondale, IL 62901
SOUTHERN IL CIL
2135 W. Ramada Lane
618-457-3318 V/TTY

Carmi, IL 62821
OPPORTUNITIES FOR
ACCESS
1725 College Ave.
618-382-7300 V/TTY

Centralia, IL 62801
CENTRALIA SENIOR
SERVICE OF MARION CO.
120 E. Green
618-533-4300 Voice

Chicago, IL 60614

Chicago, IL 60612
MOPD Field Office
2102 W. Ogden Ave
312-744-4802 Voice
312-744-7833 TTY

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RAMP (DeKalb County)
1022 W. Lincoln Highway
815-756-3202 Voice
815-756-4283 TTY

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102 Greenview Drive
217-342-5521 V/TTY

Effingham, IL 62401
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209 S. Merchant
217-347-5569 Voice

Elgin, IL 60123
FOX RIVER VALLEY CIL
730-B West Chicago
847-886-5818 Voice
847-886-5868 TTY

Forest Park, IL 60130
PROGRESS CIL
751 Madison Street
708-209-1500 Voice
708-209-1828 TTY

Freeport, IL 61032
RAMP (Stephenson
County)
2155 West Galena Ave.
815-233-1128 V/TTY

Hoffman Estates, IL
60169
SCHAUMBURG TOWNSHIP
DISABLED SERVICES
1 Illinois Boulevard
847-884-0030 Voice
847-884-1560 TTY

Jacksonville, IL 62850
J'VILLE COMMUNITY
CENTER FOR THE DEAF
907 W. Superior Street
800-468-9211 V/TTY

Joliet, IL 60435
WILL-GRUNDY CIL
2415-A W. Jefferson
815-729-0162 Voice
815-729-2085 TTY

LaSalle, IL 61301
ILLINOIS VALLEY CIL
18 Gunia Drive
815-224-3126 V/TTY

Mt. Vernon, IL 62864
OPPORTUNITIES FOR
ACCESS
4206 Williamson Place
Suite 3
618-244-9212 V/TTY

Mt. Vernon, IL 62864
SENIOR SERVICE OF
JEFFERSON COUNTY
409 Harrison
618-242-3530 Voice

Mundelein, IL 60060
LAKE COUNTY CIL
377 N. Seymour Avenue

Quincy, IL 62301
QUINCY SENIOR & FAMILY
RESOURCE CENTER
639 York Street
217-223-7904 Voice

Rock Island, IL 61204
ILLINOIS/IOWA CIL
3708 11th Street
309-793-0090 V/TTY

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CENTER/SIGHT & HEARING
8038 Macintosh Lane
815-332-6800 Voice
815-332-6820 TTY

Rockford, IL 61107
RAMP
202 Market Street
815-968-7467 Voice
815-968-2401 TTY

Springfield, IL 62704
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